How to Author an Article in the Knowledge Base?

🖹 188 🔘 Ajay Chadha 🛗 June 4, 2022 🖿 Articles, Knowledge Management

1. After logging into the system, click on Article -> Add New

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2. Determine the type (Public or Private) and category (categories). The categories step is critical so your article can be found by the intended audience.

Tip: You can assign an article to more than one spot in the category tree. So if there's an article that applies equally to several departments, please select all that apply.

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3. Enter the Article Title and Article Content

For the Article Title, please consider the following guidelines:

Make the article title concise but descriptive

Use terms and language that will resonate with your audience (e.g. call it what they call it)

For the Article Content - please refer to this supporting Article: [Writing Effective Help Desk Knowledge Base Articles].

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4. Enter your keywords/tags.

Keywords/tags are the life-blood of making the search meaningful for end-users. Please take a few minutes to contemplate all the ways your user could think about this article and add appropriate keywords. *Consider: phase, department, system name, process step, error code, etc.*

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5. Enter the summary of the article. You're limited to 250 characters - approximately two sentences. Be brief but descriptive and note who's executing this step and where it fits in the bigger picture. You may find you need to add this background/context content to the top of your main article if it helps the user understand the overall article.

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6. Attach any reference materials, select any attributes that apply and then click Save Article.

ABTICLE OPTIONS		
This panel contains various options that	t allow you to control visibility, comments, ratings, schedu	le publishing, expiry and review date for the article.
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Note: Generally, any article that's saved will need to be reviewed by a super admin. This checkpoint ensures that there's an opportunity for a second set of eyes to review the content for completeness, template execution and potential gaps. The reviewers receive a notification about your pending article.

Online URL: https://www.phpkb.com/kb/article/how-to-author-an-article-in-the-knowledge-base-188.html