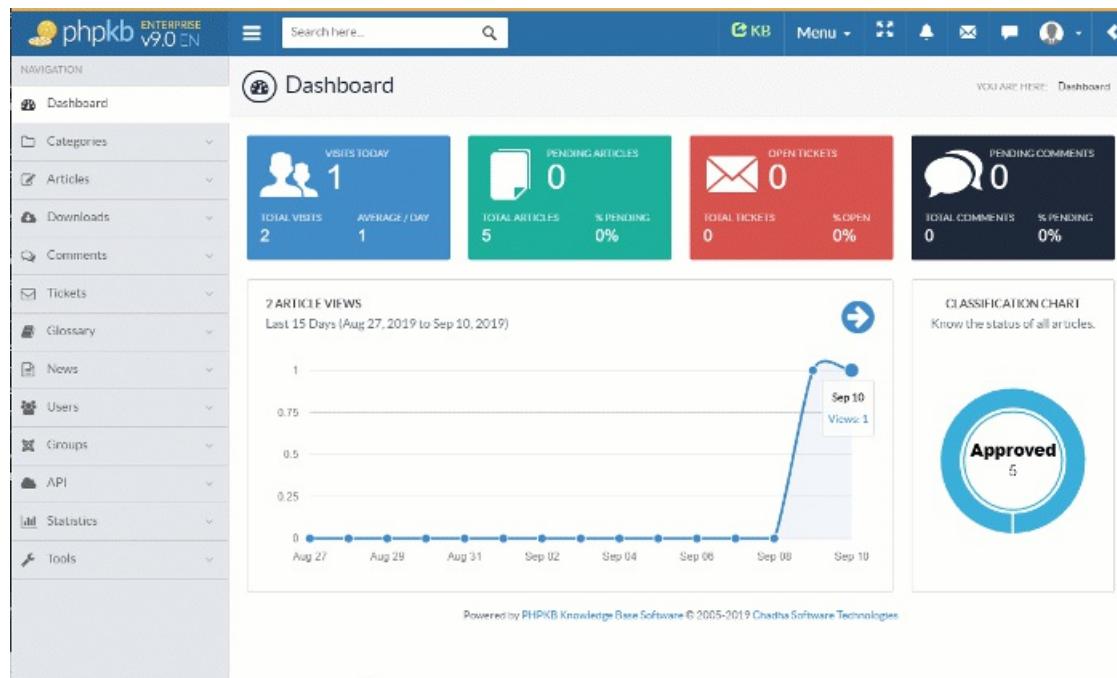


How to Author an Article in the Knowledge Base?

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 8.10K  0

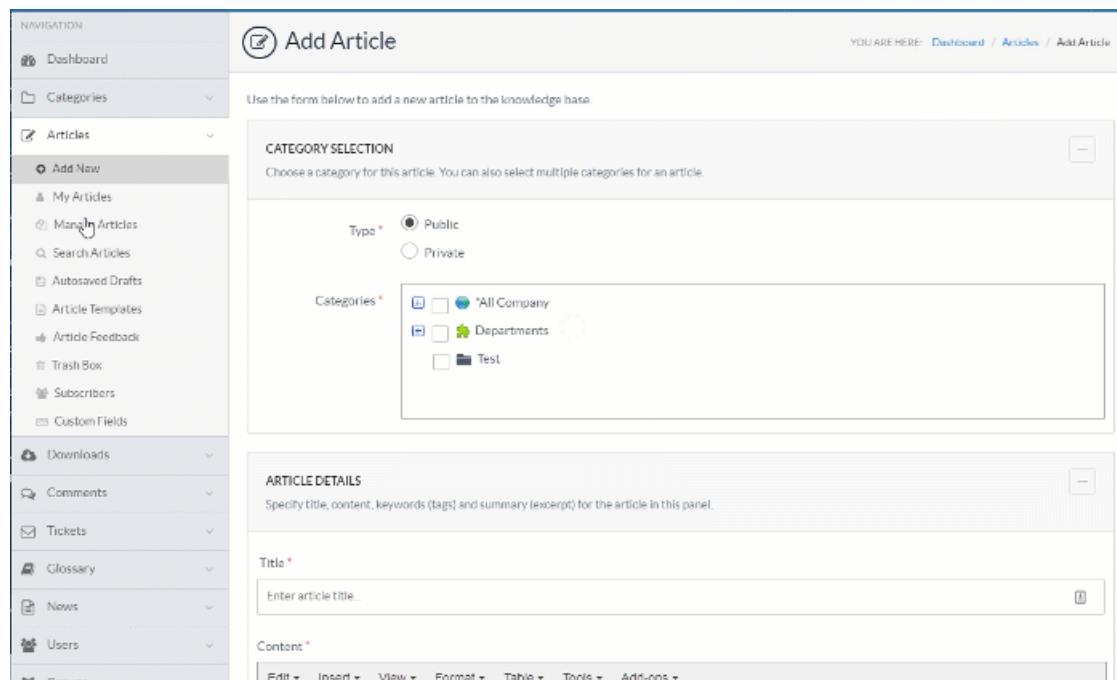
1. After logging into the system, click on **Article -> Add New**



The screenshot shows the PHPKB Enterprise v9.0 EN dashboard. The left sidebar contains a navigation menu with options like Dashboard, Categories, Articles, Downloads, Comments, Tickets, Glossary, News, Users, Groups, API, Statistics, and Tools. The main content area features a dashboard summary with four cards: Visits Today (1), Pending Articles (0), Open Tickets (0), and Pending Comments (0). Below this is a line chart titled '2 ARTICLE VIEWS' showing data from Aug 27 to Sep 10, 2019. The chart shows zero views until Sep 08, followed by a single view on Sep 10. A callout on the chart highlights 'Sep 10 Views: 1'. To the right is a 'CLASSIFICATION CHART' showing a donut chart with a large 'Approved' segment (5).

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.



The screenshot shows the 'Add Article' form. The left sidebar is identical to the dashboard. The main form has a 'CATEGORY SELECTION' section with 'Type' (Public selected) and 'Categories' (checkboxes for 'All Company', 'Departments', and 'Test', with 'All Company' checked). Below this is an 'ARTICLE DETAILS' section with 'Title' (input field) and 'Content' (WYSIWYG editor with toolbar).

3. Enter the Article Title and Article Content

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- 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](#).

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.*

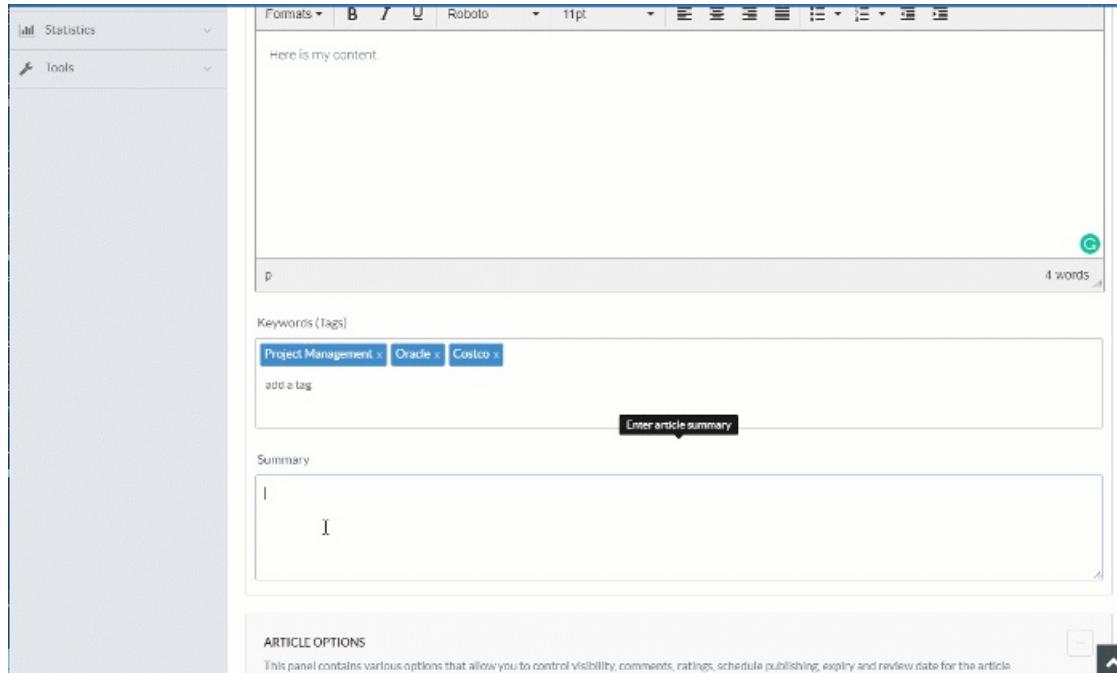
5. Enter the summary of the article. You're limited to 250 characters - approximately two sentences. Be brief but descriptive and note who's executing this step and where it fits in the bigger picture. You may find you need to add this

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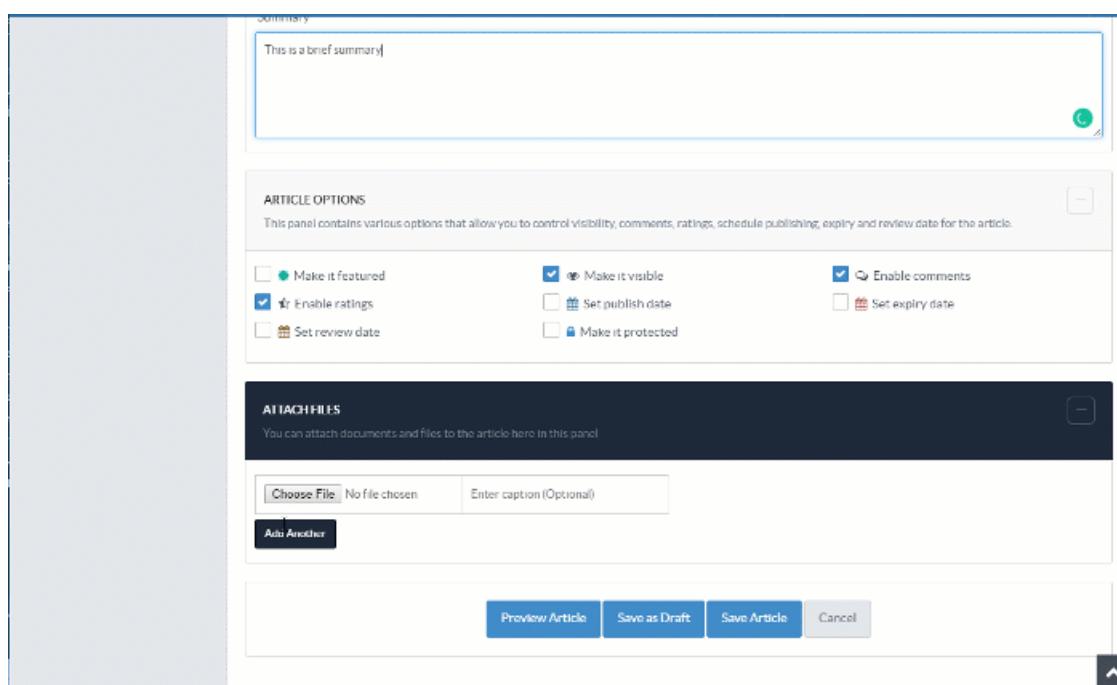
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background/context content to the top of your main article if it helps the user understand the overall article.



The screenshot shows a web-based article creation interface. At the top, there are toolbars for 'Formats' (bold, italic, underline, font 'Roboto', size '11pt'), alignment, and a 'Statistics' and 'Tools' sidebar. The main content area contains the placeholder text 'Here is my content.' Below this is a word count box showing '4 words'. A 'G' icon is in the top right corner. The 'Keywords (tags)' section contains 'Project Management x', 'Oracle x', and 'Costco x', with a 'add a tag' button and an 'Enter article summary' button. The 'Summary' section is empty. At the bottom, the 'ARTICLE OPTIONS' panel includes a summary text area with placeholder 'This is a brief summary.', a 'Summary' button, and a 'This panel contains various options that allow you to control visibility, comments, ratings, schedule publishing, expiry and review date for the article.' message. The options section contains several checkboxes: 'Make it featured' (unchecked), 'Enable ratings' (checked), 'Set review date' (unchecked), 'Make it visible' (checked), 'Set publish date' (unchecked), 'Set expiry date' (unchecked), 'Enable comments' (checked), and 'Make it protected' (unchecked). The 'ATTACH FILES' section has a 'Choose File' button (No file chosen), an 'Enter caption (Optional)' input field, and an 'Add Another' button. At the bottom right are buttons for 'Preview Article', 'Save as Draft', 'Save Article', and 'Cancel'.

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



The screenshot shows the continuation of the article creation interface. The 'ATTACH FILES' section is visible with its file selection and caption fields. The 'ARTICLE OPTIONS' section is also visible with its various checkboxes. At the bottom right, there are four buttons: 'Preview Article', 'Save as Draft', 'Save Article', and 'Cancel'.

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>

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