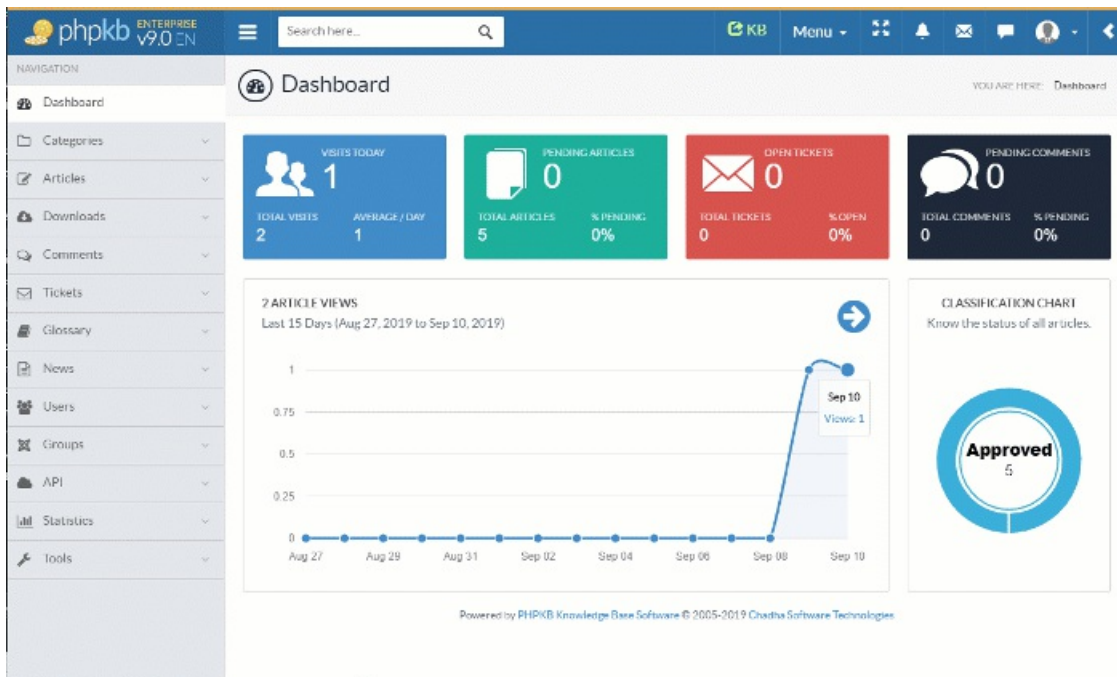


# How to Author an Article in the Knowledge Base?


188 Ajay Chadha June 4, 2022 Articles, Knowledge Management

7321 0

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



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 in the PHPKB system. The left sidebar is the same as the dashboard. The main content area is titled 'Add Article' and contains a form. The 'CATEGORY SELECTION' section has a 'Type' dropdown with 'Public' selected and 'Private' as an option. Below this is a 'Categories' section with three checkboxes: 'All Company', 'Departments', and 'Test'. The 'ARTICLE DETAILS' section has a 'Title' field with a placeholder 'Enter article title...' and a 'Content' field with a rich text editor toolbar (Edit, Insert, View, Format, Table, Tools, Add-ons).

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: [\[Writing Effective Help Desk Knowledge Base Articles\]](#).

My Articles

- Manage Articles
- Search Articles
- Autosaved Drafts
- Article Templates
- Article Feedback
- Trash Box
- Subscribers
- Custom Fields

Downloads

- Comments
- Tickets
- Glossary
- News
- Users
- Groups
- API
- Statistics
- Tools

Type \*

Public

Private

Categories \*

- ☐ Human Resources
- ☐ IT
- ☐ Marketing
- ☒ Project Management
- ☐ Sales

ARTICLE DETAILS

Specify title, content, keywords (tags) and summary (excerpt) for the article in this panel.

Title \*

Enter article title...

Press CTRL+S in WYSIWYG Editor to save this article in progress.

Content \*

Edit Insert View Format Table Tools Add-ons

Formats B I U Roboto 11pt

#### 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.*

Statistics

Tools

Formats B I U Roboto 11pt

Here is my content.

p

To add a new keyword, just type your keyword and press Enter key

4 words

Keywords (Tags)

add a tag

Summary

ARTICLE OPTIONS

This panel contains various options that allow you to control visibility, comments, ratings, schedule publishing, expiry and review date for the article

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.

Statistics Tools

Here is my content.

4 words

Keywords (Tags)

Project Management Oracle Costco

add a tag

Enter article summary

Summary

ARTICLE OPTIONS

This panel contains various options that allow you to control visibility, comments, ratings, schedule publishing, expiry and review date for the article.

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

Summary

This is a brief summary.

ARTICLE OPTIONS

This panel contains various options that allow you to control visibility, comments, ratings, schedule publishing, expiry and review date for the article.

☐ Make it featured ☒ Make it visible ☒ Enable comments

☒ Enable ratings ☐ Set publish date ☐ Set expiry date

☐ Set review date ☐ Make it protected

ATTACHMENTS

You can attach documents and files to the article here in this panel.

Choose File No file chosen Enter caption (Optional)

Add Another

Preview Article Save as Draft Save Article 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>