What are the differences between public and private articles in a knowledge base?

In a knowledge base, public and private articles differ in terms of their accessibility and visibility to users.

Public articles — Public articles are accessible to all users and can be viewed by anyone who has access to the knowledge base, even if they are not logged in or do not have an account. Public articles are typically intended to provide general information, answer frequently asked questions, or address common issues. In the context of a knowledge base, public articles are saved/presented under public categories.

Private articles — Private articles, on the other hand, are only accessible to specific users or groups who have been granted permission to view them. These articles may contain confidential or sensitive information that should not be shared with the general public. Private articles may be used for internal documentation or for sharing information among team members. An unauthorized access request is denied to prevent the breach of confidentiality/privacy. In the context of a knowledge base, private articles are saved/presented under private categories and access to such categories is provided via user groups.

In summary, the key differences between public and private articles in a knowledge base are their accessibility and visibility. Public articles are accessible to all users and are intended for general information, while private articles are restricted to specific users or groups and may contain confidential or sensitive information.

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