Can a question have multiple categories in the knowledge base?

Yes, PHPKB knowledge base software has the feature so that a knowledge base article can be contained within multiple categories. Having a knowledge base article appear under all appropriate categories improves the chance of your customers finding the information. By selecting multiple categories (for an article) rather than writing duplicate articles, your agents save time and you get better statistics.

Online URL: https://www.phpkb.com/kb/article/can-a-question-have-multiple-categories-in-the-knowledge-base-20.html

[1]Forbidden

You don't have permission to access this resource.

Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.