Can a question have multiple categories in the knowledge base?

📄 20   👤 Ajay Chadha   📅 August 17, 2021   📁 Pre-Sales FAQ   👁 16917   💬 0

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