# General Overview of PHPKB Knowledge Base Management Software

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About PHPKB Software

PHPKB Knowledge Base Software allows you to create an unlimited, searchable library of FAQs, articles, how-to documents, resolutions, announcements, product manuals, and more. PHPKB makes it easy for your customers to find the information they need & reduce your support workload by offering self-service-based online support to your users. With the use of PHPKB software, your support team can create categorized knowledge base articles to share step-by-step instructions and guides, along with workarounds and solutions to common problems faced by customers (end-users). PHPKB software can be easily re-skinned to match a company's design scheme. No doubt, It is the most modern knowledge base management software in the industry.
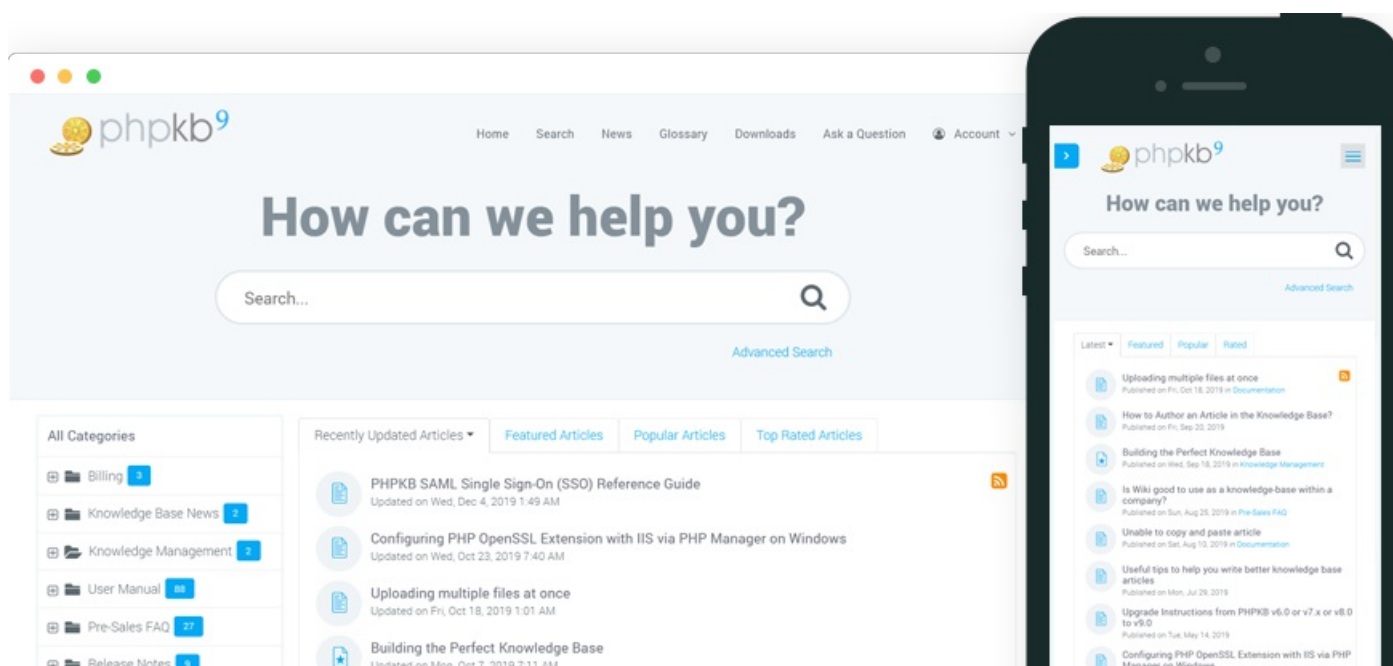
Web-Based Self-Service Support

Help your customers help themselves with the self-service support model. Intelligent self-service helps your customers in finding answers to their questions in the easiest and most efficient way. According to Forrester, 72% of customers prefer self-service to resolve their support issues over picking up the phone or sending an email. Self-service support is on the rise - customers want it and fast-growing companies need it as a competitive advantage. PHPKB software will help you reduce the volume of support tickets and provide an amazing customer experience through a self-service support portal. We have a strong belief that self-service is becoming a preferred way for customers to get help with the products and services of a company. Most customers would prefer self-service to call an old-school call center and talking to a customer service agent.

Access Management

PHPKB allows you to limit (restrict) access to private categories of your knowledge base based on user groups. This way, members of a user group can access the private categories assigned only to their user group. They will not be able to access the private categories assigned to other groups.

Self-hosted OR Cloud-hosted Setup

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PHPKB Knowledge Base Software is powerful yet simple, affordable, and comes with your choice of hosting in our cloud or on your server.

- **Cloud Setup** - With a cloud setup (SaaS) there is no software to install, maintain, upgrade, or backup. We take care of everything for you. You can request a demo in 30 seconds and deploy it to your customers in less than 30 minutes. At PHPKB we understand that your data is just yours. At any time you can extract all your knowledge base data and choose to host PHPKB on your own servers. Whether you decide to do this or not; you always have the choice.
- **Self-Hosted Setup** - PHPKB can be deployed on your own servers. You have full access to the source code allowing you to make any changes you want. PHPKB runs on almost any operating system and web server and simply requires PHP 5.x and MySQL to work. You are welcome to download a demo or create a demo account that you can migrate to a local install at any point.

Knowledge Base Software Overview

You may wish to explore the knowledge base software features or read a complete overview of the PHPKB software.

Online URL: https://www.phpkb.com/kb/article/general-overview-of-phpkb-knowledge-base-management-software-64.html

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