

## When to Use

**Site Availability:** Dynamic only

Use the Active CM Knowledge Base to easily identify question and answer pairings, such as for frequently answered question (FAQ) definitions, and also associate related KB pages, digital assets, experts, and other information types to it.

Two Knowledge Base (KB) page types work together to create the Active Content Manager Knowledge Base, the KB Article page and the KB Article Search.

### Before Creating the Page

- ▶ Read the KB Article Search Page Type Quick Reference guide.
- ▶ Determine the layout of your knowledge base area. Use General Content pages to provide an introduction and explanation of the area and to create sub-categories, allowing site visitors to also browse the knowledge base by subject.

### Examples of How to Use

- ▶ An IT department provides detailed question/answer pages that provide solutions, complete with explanations and links to further resources to common issues, concerns or inquiries.
- ▶ A Public Works department provides a central location for ongoing City projects keeping the public up to date with access to project personnel.

## KB Article Page Sections & Fields

<i>Page Section</i>	<i>Field Name/Item</i>	<i>Description of usage</i>
<b>Teaser</b>	n/a	Teaser text is required on all KB Article pages. It is displayed as the answer in the article search results list. Using the Teaser in this way allows you to pick the most relevant piece of information from the answer.
<b>Question</b>	n/a	The Question text is displayed under the Question Heading of the KB Article page. It can be a rewording of the Title, in question form. If you do not enter a question, the Title is used as the question.
<b>Answer</b>	n/a	The solution text and any steps to be followed.
<b>Properties</b>	<b>Keywords</b>	List keywords that will assist users in locating this article when they perform a knowledge base search. Keywords should be the most important and unique words used in the Article.

<i>Page Section</i>	<i>Field Name/Item</i>	<i>Description of usage</i>
	<b>Last Modified</b>	System field that displays the date the last edit to the page was made and saved.
	<b>Last Modified By</b>	System field that displays the last person to modify the page. This name is also displayed at the bottom of the article in view mode with a link to view their profile.
	<b>Expert's Profile</b>	<p>Click the &lt;&lt;Edit&gt;&gt; link to select the questions displayed as part of the Expert's Profile. Questions must exist in either the Global or Site <b>User Profile</b> questions.</p> <p>This information displays when a user clicks on the Expert's <b>VIEW PROFILE</b> link on the published article page.</p> <p>Use these questions to indicate experience level, products supported, special skills or other information that is pertinent to the Experts supporting your knowledge base issues.</p>
<b>Related KB Articles</b>	<b>Add KB Articles</b>	<p>Use this section to search for and insert, links to other knowledge base articles that are related to the article you are creating.</p> <p>You may add links to as many articles as you wish. The system searches all other KB Article pages. You can leave the search fields blank to retrieve all articles.</p> <p><b>Note</b> that links to other information is only displayed if the user has rights to view the linked material.</p>
<b>Experts</b>	<b>Add Experts</b>	<p>Use this section to provide links to individuals in your organization who have expertise in the subject-matter of the article.</p> <p>These experts must be registered users in your ACM.</p> <p>The questions you selected in the Expert's Profile field above are displayed in each Expert's profile on the published article page.</p> <p>The profile includes an email link so that users may contact the expert for additional information.</p>
<b>Documents and Assets</b>	<b>Select Digital Asset</b>	<p>Use this section to link to relevant digital assets.</p> <p><b>Note</b> that links to other information is only displayed if the user has rights to view the linked material.</p>
<b>Related Links</b>	<b>Title</b>	Enter the link title to be displayed on the published article page.

<i>Page Section</i>	<i>Field Name/Item</i>	<i>Description of usage</i>
	<b>URL</b>	Enter the URL to an external website. The system automatically adds <b>http://</b> to the front of the URL.
	<b>Add button</b>	Be sure to click the ADD button after entering the Title and URL.
	<b>Order</b>	Once you have added multiple links in each area, numbers are displayed indicating link order; you can reorder the links if you wish.

## KB Article Page Tips!

- ▶ Adding **Email this Page** and **Printer Friendly** links to the templates applied to the article pages allows users to email and print the articles.
- ▶ If you want your navigation to include the knowledge base, create a parent page for your KB pages and set the page to Include Children in Section Menu. Then you can create child pages that will be used for categorizing your knowledgebase articles.
- ▶ If displaying child pages in the navigation or in child link lists alphabetize the child pages on the knowledge base parent page so that articles appear in alphabetic order by article title.
- ▶ If no information is added to a section of the KB Article, the area will still display in view mode. Add as much additional information as you have available for each article.
- ▶ New styles must be added to the pagetypes.css file in the template package of each site you will be using the KB page types on. A zip file is available for download from the support site.