

When to Use

Site Availability: Dynamic only

The Knowledge Base (KB) Article Search page is used with the Knowledge Base (KB) Article page. It provides the functionality for searching through all KB Article pages by question, answer, keywords, expert names, or modified dates.

Before Creating the Page

- ▶ Read the KB Article 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 or to create sub-categories, allowing site visitors to also browse the knowledge base by subject.

KB Article Search Page Sections & Fields

<i>Page Section</i>	<i>Field Name/Item</i>	<i>Description of usage</i>
Introduction Text	n/a	Used for entering content you want displayed before the search fields such as instructions for searching the knowledge base.
Conclusion Text	n/a	Used for entering content to be displayed below the search fields and the search results. For example, if you have used the KB Article Search page as the parent for the KB Article pages, and are displaying Child Links below the search box, you may wish to explain that the child links displayed represent the various articles (or subjects) available in the knowledgebase.

Using the KB Article Search Page

Use the information in this section to develop instructions for searching your knowledge base.

Search terms & fields: the Question, Answer, Keywords and Experts fields are text fields. You can type all or a portion of one or more words into any of these fields. The system will search for articles that have the specified search terms in completed fields.

For example, if you enter the word "network" in the Question field, it will locate any KB Article pages that have the word "network" in the Question field. If the word "network" exists in one of the other fields of the KB Article page, but does not exist in the Question field, the article will not be returned in the search results.

If you leave all fields blank and click Search, the system will return all KB Article pages.

Date Modified: You can search for pages modified (published) within a specified date range. This allows you to limit your search to information during a specific period.

Results per page: Allows the number of search results returned to be limited.

KB Article Search Page Tips!

- ▶ If you include an introductory page for the knowledge base, add a link to your KB Article Search page. This way, your introductory page will have information about how to use the knowledge base and a SEARCH link for locating articles.