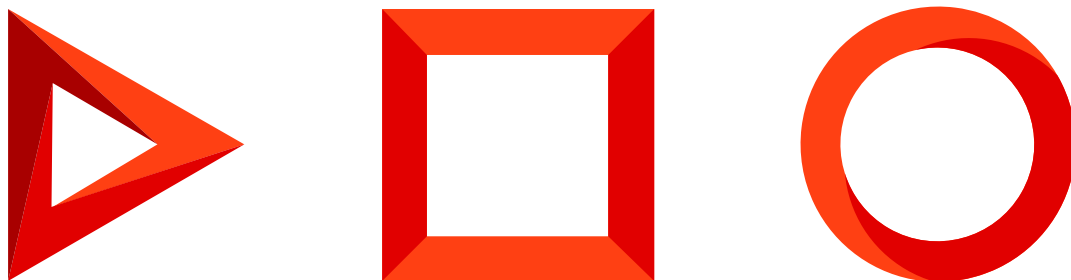


# Knowledge base

Version 7.17



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# Create a knowledge base article

PRODUCTS: ALL CREATIO PRODUCTS

The Knowledge base section represents an electronic library of documents that are used by employees need every day. For example, you can use the section to store the answers to frequently asked questions, rules and regulations, document templates, and advertising materials. Use this section to quickly find, discuss, and evaluate articles.

To add a new article:

1. Open the [ *Knowledge base* ] section.
2. Click the [ *New article* ] button. The case page will open.
3. Populate the fields on the opened page:
  - a. [ *Name* ] - specify the knowledge base article title.
  - b. [ *Type* ] - select the knowledge base article type, for example, "Rules and regulations" or "FAQ".
4. Add the article tags, and comments on the [ *General information* ] tab.
5. Open the [ *Files* ] tab and add relevant files and links, for example, documents related to the knowledge base article. To do this, drag&drop the file or use the  button. To add a link, click  → [ *New link* ].
6. Open the [ *Connected to* ] tab and add cases that the knowledge base article can help to resolve to the [ *Cases* ] detail. Click  to select a case.
7. Click [ *Save* ].

As a result, a new article will be added to the knowledge base list.