

# Knowledge Base Module

This comprehensive manual explains how to manage and create articles within the application's Knowledge Base module. The Knowledge Base serves as a repository for helpful articles, FAQs, and documentation for both employees and clients.

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# Knowledge Base List Page

The "Knowledge Base" page serves as your central hub for managing all articles. It provides search, filtering by category, and action options for articles and categories.

## Top Filters and Search:

- **Search bar (left):** Use this field to search for articles by heading or content within a specific category.
- **Search bar (right):**  - This is likely a global search for articles across all categories.
- **All (Category Filter):** This dropdown or filter likely allows you to narrow down the displayed articles by their category.

## Action Buttons:

- **Add New Article:**
  - **Purpose:** To create a new knowledge base article.
  - **How to Use:** Click the green "+ Add New Article" button. This will open the "Add New Article" form.
- **Manage Article Category:**
  - **Purpose:** To add, edit, or delete categories for your knowledge base articles.
  - **How to Use:** Click the "Manage Article Category" button. This will open the "Article Category" modal window.

## Knowledge Base Article List Table:

This table displays a summary of your knowledge base articles.

- **#:** The serial number of the article.
- **Article Heading:** The title of the article.
- **Article Category:** The category to which the article belongs.
- **To:** Indicates whether the article is visible "To" Employees, Clients, or both.
- **Action:** This column provides options for managing individual articles:
  - **Edit:** Likely an "Edit" button or icon to modify an existing article's details.
  - **Delete:** A "Delete" button or icon to remove an article from the Knowledge Base. This usually prompts for confirmation.
- **Current Status:** "No record found." indicates that no articles have been added yet.

# Add New Article Form User Manual

This section explains how to create a new article for the Knowledge Base. This form appears when you click the "+ Add New Article" button.

## Overview of "Add New Article" Form Fields

Fields marked with a red asterisk (\*) are mandatory.

### Article Details Section:

#### 1. Article Visibility (Radio Buttons)

- **Purpose:** To select who will be able to view this knowledge base article.
- **Options:**
  - **For Employees:** Select this to make the article visible to employees only.
  - **For Clients:** Select this to make the article visible to clients only.
  - *(You can likely select both options to make it visible to both groups.)*
- **How to Select:** Click the appropriate radio button(s).

#### 2. Article Heading\*

- **Purpose:** The title of your knowledge base article. This is what users will see when Browse the knowledge base.
- **Example:**  (placeholder)
- **How to Fill:** Type a clear and descriptive heading for your article.

#### 3. Article Category\*

- **Purpose:** To assign the article to a specific category, helping users find relevant information. This is a mandatory field.
- **How to Select:** Click the dropdown and select the category for your article. There's an "Add" button, implying you can add new categories directly from here (which opens the "Article Category" modal, as described below).

#### 4. Description\*

- **Purpose:** The main content of your knowledge base article. This is where you provide detailed information, instructions, or answers.
- **Editor Features:** Includes a rich text editor with various formatting options (bold, italic, lists, links, images, etc.), and emojis.
- **How to Fill:** Type your detailed article content here.

## 5. Upload File

- **Purpose:** To attach relevant files to the article (e.g., diagrams, PDFs, example documents).
- **How to Use:** Click "Choose a file" or drag and drop files into the designated area.

# Actions on the "Add New Article" Form

- **Save:** Click the green "Save" button to publish the new article to the Knowledge Base.
- **Cancel:** Click the "Cancel" button to close the form without saving the new article.

# Article Category Modal User Manual

This section explains how to add and manage categories for your knowledge base articles. This modal appears when you click the "Manage Article Category" button or the "Add" button next to "Article Category" on the "Add New Article" form.

## Article Category Modal User Manual

This section explains how to add and manage categories for your knowledge base articles. This modal appears when you click the "Manage Article Category" button or the "Add" button next to "Article Category" on the "Add New Article" form.

### Overview of "Article Category" Fields

#### Existing Article Categories Section:

- **#:** Displays the serial number for each category.
- **Category Name:** Displays the name of currently added article categories.
- **Action:** This column would typically contain options to edit or delete existing categories.
- **Current Status:** "No record found." indicates that no categories have been added yet.

#### Add New Category Section:

##### 1. Category Name\*

- **Purpose:** The name for a new category (e.g., "Troubleshooting", "Getting Started", "Billing FAQs", "Product Guides"). This is a mandatory field.
- **Example:**  (This example seems misplaced, as it refers to a lead category, but the field function is for article categories).
- **How to Fill:** Type the desired name for the new article category into this text field.

### Actions within the "Article Category" Modal

- **Close (X icon):** Click the 'x' icon in the top right corner of the modal window to close it without saving.
- **Close:** Click the "Close" button to close the modal window without adding a new category.
- **Save:** Click the green "Save" button to add the new category to your system. If the mandatory "Category Name" field is left blank, you will receive an error message.