

Article Interface in Front-end Area

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SEARCH MENU

Can a question have multiple categories in the knowledge base?

Article ID: 20 | Rating: 3.5/5 from 2 votes | Last Updated: Wed, Aug 10, 2011 at 5:43 AM

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Yes, PHPKB knowledge base software has this feature so that a knowledge base article can be contained within multiple categories. Having a knowledge base article appear under all appropriate categories improves the chance of your customers finding the information. By selecting multiple categories (for an article) rather than writing duplicate articles, your agents save time and you get better statistics.

Posted by: Knowledge Base Administrator - Wed, Aug 10, 2011 at 5:43 AM. This article has been viewed 7892 times.
Filed Under: Pre-Sales FAQ

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