Here’s the **comprehensive sentence-by-sentence study note breakdown** of your *“Knowledge Base Articles Notes”* document, formatted for professional use in Word, numbered for clarity, with no critical information omitted.

**Knowledge Base Articles – Study Notes**

1. **Definition and Purpose of a Knowledge Base (KB)**
   * A **knowledge base** is a repository of articles designed to answer **frequently asked questions (FAQs)** and document **common or significant troubleshooting scenarios**.
   * Purpose: Allows **end users** to attempt to resolve issues independently, reducing reliance on higher-level support staff.
2. **Benefits of Building a Knowledge Base**
   * Provides **helpful information** to both customers and employees.
   * Reduces **support load** on higher-tier agents.
   * Saves time in the long term despite requiring significant **initial effort**.
   * Supports **self-service** problem-solving.
3. **Formats Found in a Knowledge Base**
   * Can include:
     + Solution articles
     + FAQs
     + Product manuals
     + Tutorials
     + Videos & demonstrations
     + Troubleshooting guides
   * Content is **categorized or tagged** for easy searchability.
4. **Internal vs. External Knowledge Bases**
   * **Internal KB**: Access limited to support staff. Contains internal procedures (e.g., issuing refunds, resetting passwords, adding courses).
   * **External KB**: Public-facing. Contains user-focused information (e.g., password resets, purchasing instructions, voucher validity details).
   * **Ensure Knowledge base is properly tagged, categorized and searchable**.
   * **Modern ticketing systems will also use machine learning or AI to be able to have things like chatbots that can be tied into your knowledge base**.
5. **Article Creation Policy (Example Rule of Thumb)**
   * If the same question is asked by **two or more users**, create a KB article for it to assist future users.
6. **Importance of Organization and Searchability**
   * Large KBs must be **well-tagged and categorized** to ensure information is easily retrievable.
7. **Integration with Automation and AI**
   * Modern ticketing systems use **chatbots** linked to KB articles.
     + If it doesn’t answer your question it will transfer you to a support agent.
   * AI attempts to **match user queries** with relevant KB articles.
   * If unsuccessful, queries are escalated to a human agent.
   * This automation reduces the need for **live support staff**.
8. **Content to Include in a Knowledge Base**
   * Industry and organization-specific information.
     + Knowledge Base reduces the support workload.
   * Documentation of services offered.
   * Policies (refund, privacy, etc.).
   * FAQs.
   * Step-by-step instructions for common problems.
   * Technical troubleshooting guides (e.g., browser configuration to access lab environments).
   * Company policies customers should know.
   * Video tutorials, demos, onboarding materials.
   * Any form of written, audio, or video content—**must be tagged and categorized**.
9. **Case Example – Reducing Repeated Questions**
   * Example: Frequent confusion over the difference between a **problem** and an **incident** in ITIL training.
   * Solution: Create a KB article + re-film explanatory video.
   * Result: Eliminated those questions, freeing agents for other work.
10. **Four Main Advantages for Support Technicians**

* **24/7 Self-Service Availability** – KB works continuously, even outside business hours.
* **Reduced Workload for Agents** – Deflects repetitive questions, enabling agents to focus on new/complex cases.
* **Cost Savings** – Once created, a KB reduces staffing needs and can use **AI translation** to avoid hiring local language teams.
* **Faster Agent Onboarding/Training** – New agents study KB articles to quickly learn company processes and problem resolutions.

1. **Onboarding Benefit Example**
   * New hires spend first 1–2 days reading KB content.
   * Accelerate readiness to handle customer inquiries effectively.
2. **Summary of KB Types**
   * **Internal (Private)**: For staff use only—procedures, internal workflows.
   * **External (Public)**: For customer/end-user access—self-help and product/service guidance.