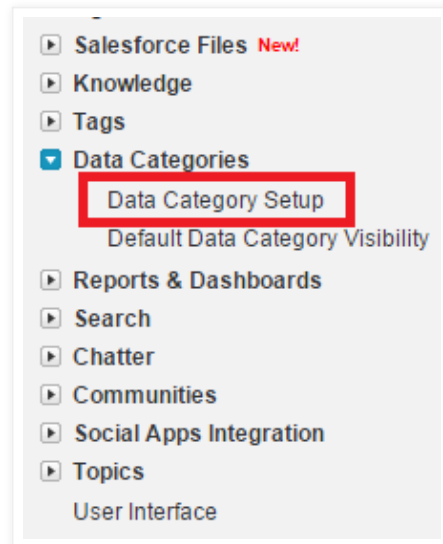


Data Categories in Salesforce Knowledge

Salesforce Knowledge uses data categories to classify articles and make them easier to find. For example, to classify articles by sales regions and products, create two category groups: Sales Regions and Products. The Sales Regions category group could consist of a geographical hierarchy, such as All Sales Regions as the top level and North America, Europe, and Asia at the second level. The Products group could have All Products as the top level and Phones, Computers, and Printers at the second.

Category groups are hierarchies of data categories. For example, a category group named Location might contain a geographical hierarchy of continents, countries, regions, and states.

1. Go to Customize --> Data Categories --> Data Category Setup.



2. Enter Group name and Save.

Data Categories

Category groups are hierarchies of data categories. Use this page to manage category groups.

Category Groups

Create New

Group Name

Asia

Group Unique Name

Asia

Description

Save

Active Category Groups

Inactive Category Groups

3. Add Sub Data Categories.

Data Categories

Category groups are hierarchies of data categories. For example, a category group named Location might contain regions, and states. Use this page to manage category groups and the categories they contain.

Category Groups

Create New

Active Category Groups

Inactive Category Groups

Asia

Categories in Asia

Save | Undo | Redo | Expand All | Collapse All

All

India

China

Pakistan

[Add](#) [Cancel](#)

Tip: Use the arrow keys to move up and down the category hierarchy.

4. Activate the Data Category.

Data Categories




Category groups are hierarchies of data categories. For example, a category group named Location might contain regions, and states. Use this page to manage category groups and the categories they contain.

Category Groups

Create New

Active Category Groups

Inactive Category Groups

Asia   

Categories in Asia

Save | Undo

All

India

China

Pakistan

Activate Category Group