How many article types do you need?

Which fields do you want on each article type?

How do you want the published article to appear?

Who should have access to your knowledge base?

Which data categories do you need?

Do you want to restrict data category access?

Do you want to set up workflow rules or approval processes?

Do you want to support articles in multiple languages?

Do you want members of your answers community to promote replies to articles?

Do you need to import articles from an existing knowledge base into Salesforce Knowledge?

Do you want Customer Portal users to have access to articles?

Do you want partner portal users to have access to articles?

Do you want to create a public knowledge base on your website?

Do you want users to search using synonym groups?