

Knowledge base - PhraseApp

January 23, 2019

1 Guide to KB

This little introductory guide will explain the basic functionalities of your new PhraseApp. This guide assumes that the current language for the application is **english**. With Knowledge Base (KB) you can now be in charge of all the help articles in your business. You can manage articles easily and they will be translated to the language of your preference using **Microsoft Translator** to get a trustful translation and helping future users of this application. For the managing of articles you are able to perform the following functionalities:

1.1 List of articles - Main page

From the entry point of the application it is possible to see a complete list containing all the articles. Each article displays the most important information and has attached buttons for executing actions that will be explained in further sections. The list is shown as displayed in Figure 1.

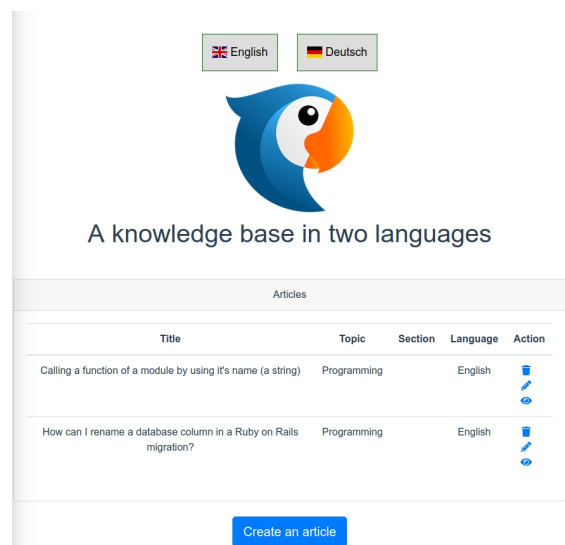



Figure 1: Main page

1.2 Creation of articles

On the main page just simply click on *Create article* and the page will be displayed as in Figure 2:

English

Deutsch



Create your own article for PhraseApp

Title *

Topic *

Section *

Language *

Content

Create article

Back

Figure 2: Creation of article

In this form you can easily create your new article, just introduce the next fields that are required to this version of the app:

- **Title:** It refers to the main title of your article that would be always displayed as one of the most important sections of the application. The title is ideally not to long to overwhelming the article per se and not too short for give a general idea of its content.
- **Topic:** Future articles will be labeled for its topic and can be rearranged by this parameter, for now you are free to write entire new sections for each article but in the future this will be selected from a range of options.
- **Section:** This refers to one specific section or subsection in which the article will be found, future version take account of the correct labeling of this field for organizing in a hierarchical way.
- **Language:** Here is possible to choose between all the languages available in the application.
- **Content:** This refers to the complete body of the article that you are creating, future versions will support a complete types of data such as code and embedded elements in this section.

1.3 Exploring articles

In the list of articles, when clicking in the "eye" under actions, you can review the content of the article as well as the questions and answers posed to this specific article. As showed in the Figure 3 the content of the article is displayed. All the content referring to the question will be in blue and this design element can be changed in future versions. We would love to have always feedback regarding these points.

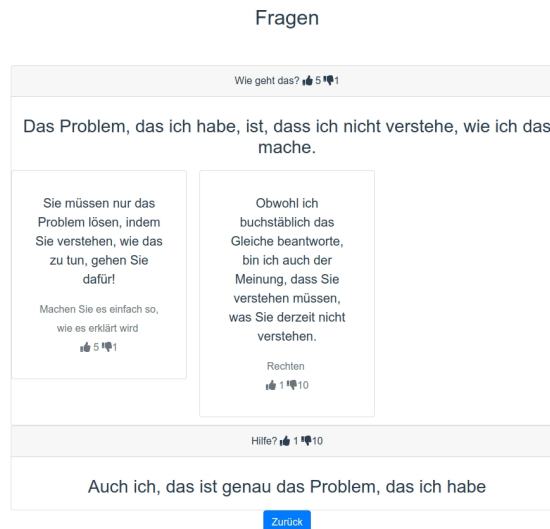


Figure 3: Displaying content of an article

As showed in the Figure 4 as well, there will be available all the questions and answers attached to an specific article. The answers are boxed contained in the box of each question.



Figure 4: Questions/Answers

1.4 Edition of articles

Here a similar menu as in creation of articles is displayed with the same fields, please refer to the section **Creation of articles** for further explanation. An example is showed in Figure 5

English

Deutsch



Updating the article: Calling a function of a module by using it's name (a string)

Title *

Calling a function of a module by using it's name (a string)

Topic *

Programming

Section *

Language *

English

Content

What is the best way to go about calling a function given a string with the function's name in a Python program. For example, let's say that I have a module

Edit this article!Back to the main menu

Figure 5: Updating of articles

1.5 Removing articles

In the list of articles, when clicking in the trash bin beneath actions, you can delete the content of the article as well as the questions and answers posed to this specific article.

Note: This action is irreversible.