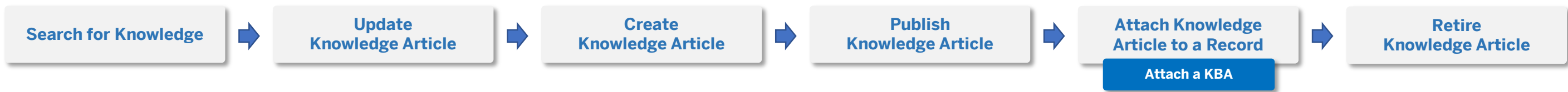


Attach a KBA

At a Glance



Knowledge Management Process



Purpose

Providing KBA as solution offers easy access to the shared complete and consistent information. These KBAs can be reused should the same issue recurs in the future to shorten the resolution time. Attaching the KBAs to the records as solutions also demonstrates the usefulness of KBAs and encourages self-service solving approach.

1. Search or Create KBA

KBA was found from KBA Search or created when no KBA was found.
See [WIPS entry for Search for Knowledge](#) or [WIPS entry for Create a KBA](#).

2. Review KBA Content

- Review the KBA content prior to attaching to ensure:
- Content is appropriate for sharing with customer and does not contain data protected information;
 - Content is not outdated or incorrect;
 - Content contains solution or supporting information to help obtain the solution;
 - Symptoms and keywords are up to date and all hyperlinks are working.

Follow [WIPS entry for Update a KBA](#) if any content needs to be updated before attaching the KBA as a solution.

3. Attach KBA to Related Record

[Option A: Attach KBA in Agent Workspace](#)

- 3a** Attach KBA from Agent Assist
- 3b** Confirm KBA is attached successfully
- 3c** Remove KBA if needed

[Option B: Attach KBA in UI16](#)

- 3a** Attach KBA from Related Search Results
- 3b** Confirm KBA is attached successfully
- 3c** Remove KBA if needed

4. Update Related Record

- 4a** Confirm KBA has been successfully attached
- 4b** Inform record's requestor or customer that KBA has been attached

Important Notes:

Only published KBAs should be attached for customer-facing cases.

Option A: Attach KBA in Agent Workspace

KBAs can be attached to a related cord (e.g. Case, Incident) directly from Agent Assist in Agent Workspace. Always review the article first before attaching to ensure that the content is accurate, up to date, and appropriate for the customer if the customer can open and access the articles. Please ensure that the KBA does not contain any data protection / GDPR violations.

If the article requires updating, please see the [WIPS entry for Update a KBA](#).

Step 1

Click the **3-dot menu icon (...)** in top right corner of KBA that you'd like to attach.

Step 2

Select **Attach KBA** to add this KBA article to the related record.

Step 3

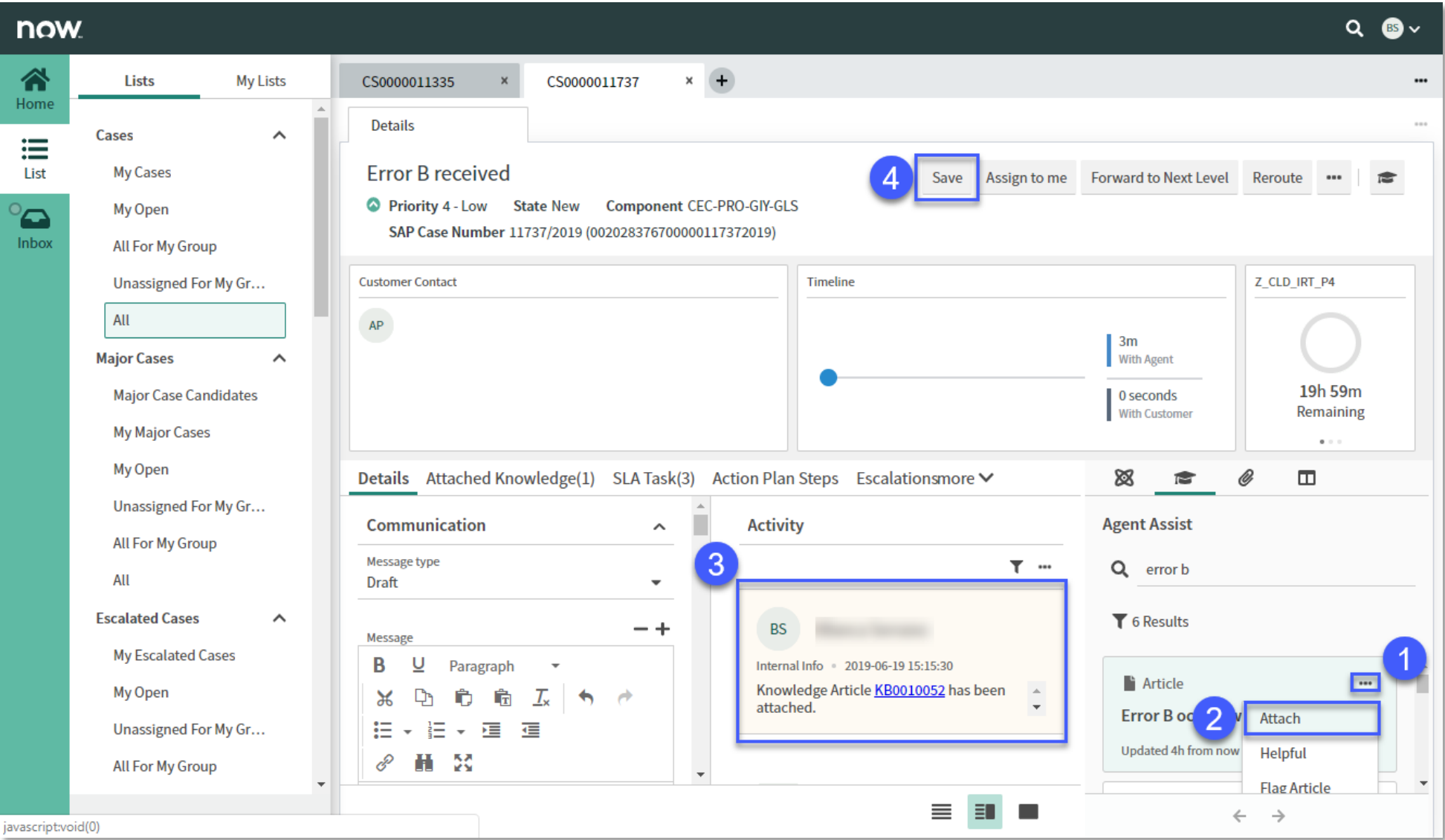
The attachment with hyperlink is documented in the **Activity** stream of the related record.

Step 4

Click **Save** to update the record and attach the KBA as the solution.

Notes

- Always ensure that the content is safe and appropriate to be sent to a customer.
- Internal KBAs can be attached to Cases (and should be if used in solution), but note that customers cannot access these internal KBAs.
- Agent Assist returns **unpublished** KBAs (In process, etc.). Take the necessary steps to ensure the customer can access the KBA prior to informing them the KBA has been attached as a solution.



Option A: Attach KBA in Agent Workspace

Confirm or remove a KBA attached to a related record

Step 1

Check the **Attached Knowledge** tab to confirm that the KBA attached is shown in the list.

Step 2

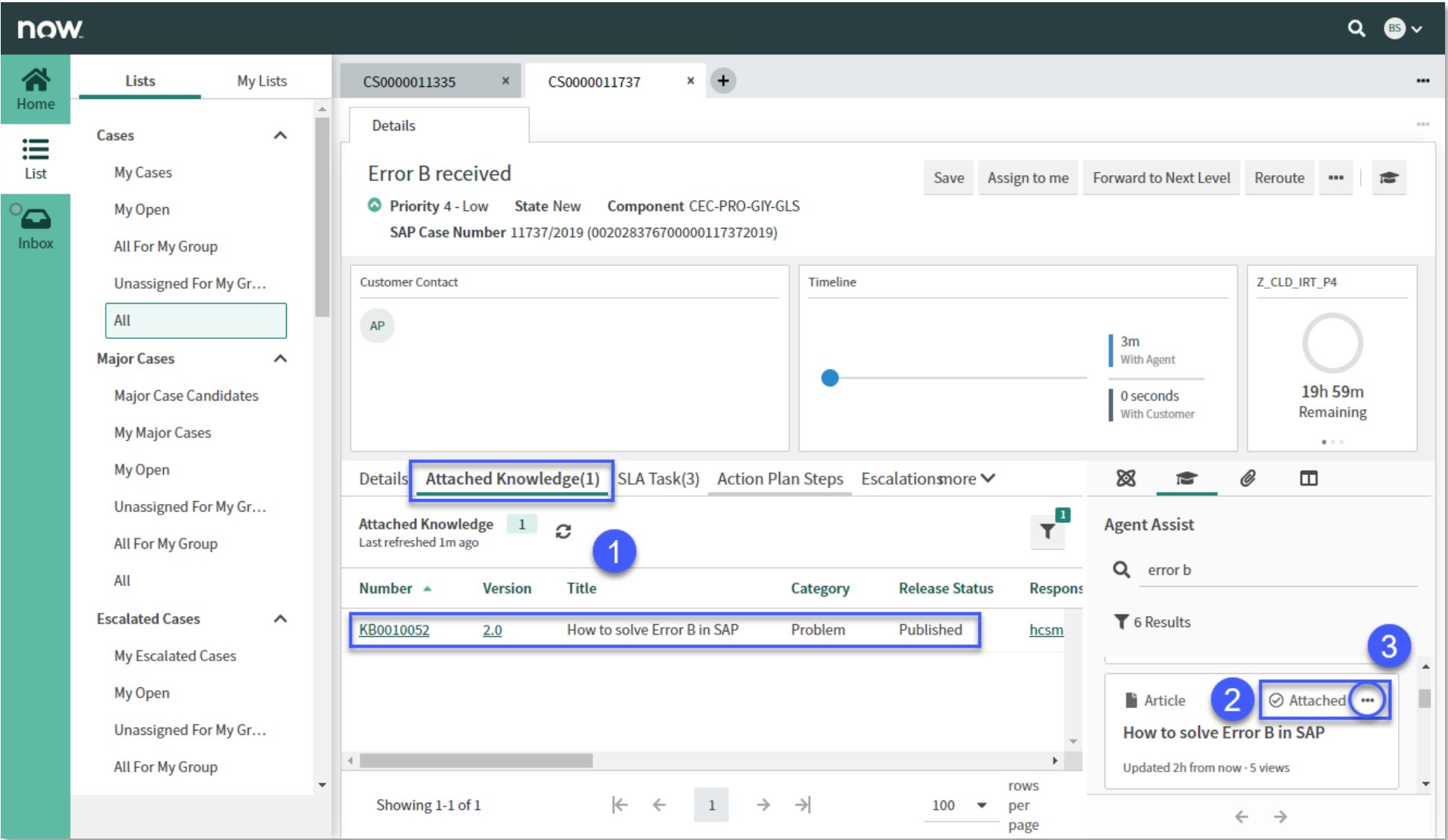
Check in the **Agent Assist** sidebar to confirm that the KBA now has an **Attached** icon in its top-right corner.

Step 3 – Removing attached KBA (if necessary)

In case you need to remove the KBA that has been attached, click the **3-dot menu icon (...)** in the top-right of the KBA in Agent Assist and select **Unattach**.

Notes

- Always ensure that the content is safe and appropriate to be sent to a customer.
- Internal KBAs can be attached to Cases (and should be if used in solution), but note that customers cannot access these internal KBAs.
- Agent Assist returns **unpublished** KBAs (In process, etc.). Take the necessary steps to ensure the customer can access the KBA prior to informing them the KBA has been attached as a solution.



Option B: Attach KBA in UI16

KBAs can be attached to a related cord (e.g. Case, Incident) directly from the Search Results in UI16. Always review the article first before attaching to ensure that the content is accurate, up to date, and appropriate for the customer if the customer can open and access the articles. Please ensure that the KBA does not contain any data protection / GDPR violations.

If the article requires updating, please see the [WIPS entry for Update a KBA](#).

Step1

Scroll down the record to the tab section and click **Initial Description** tab.

Step2

Click **Related Search Results** to expand the search section.

Step3

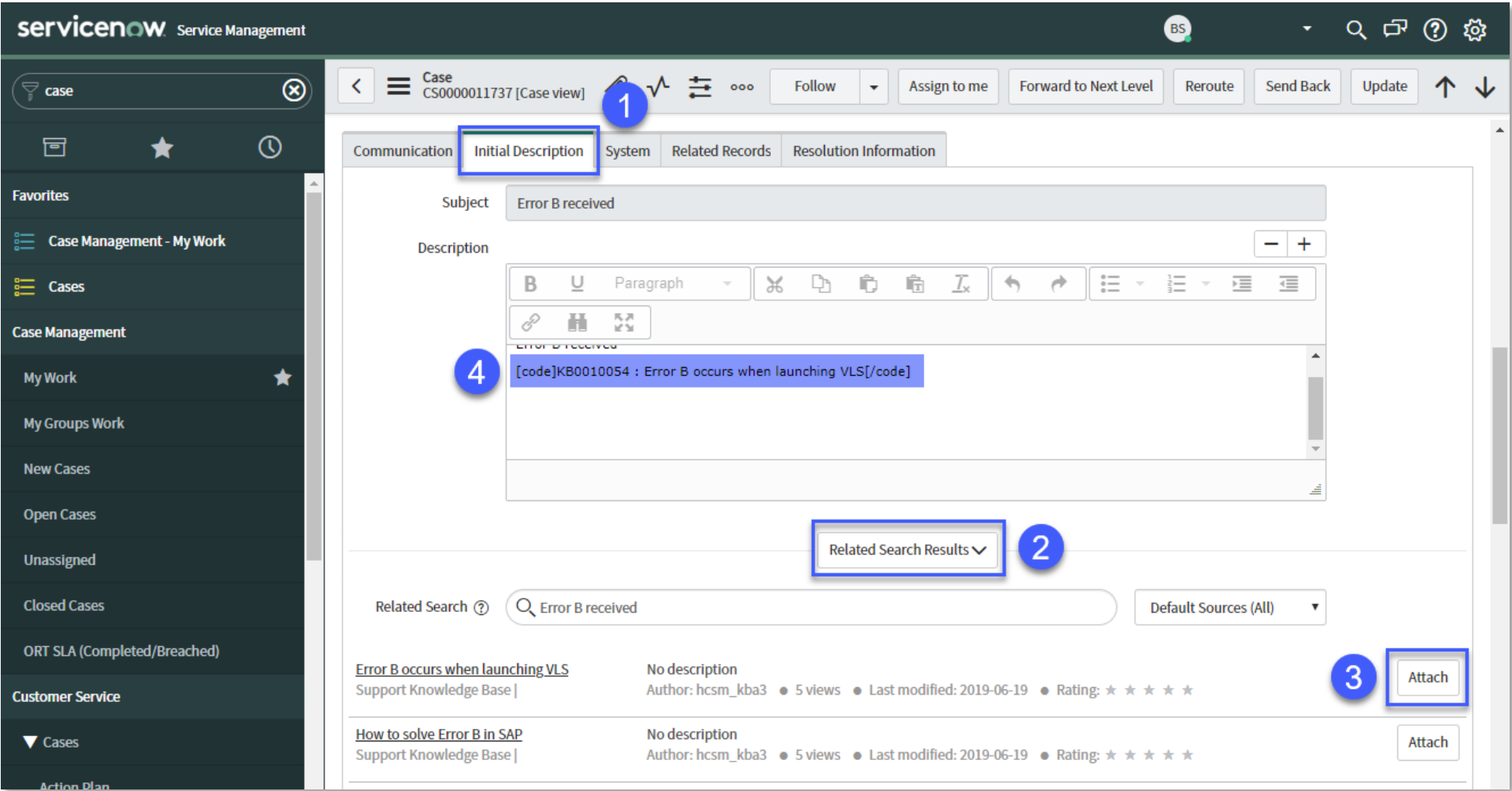
Click **Attach** next to the returned KBA that you'd like to attach as a solution.

Step4

A notification appears in the **Description** field that the article has been added to the description.

Notes

- Always ensure that the content is safe and appropriate to be sent to a customer.
- Internal KBAs can be attached to Cases (and should be if used in solution), but note that customers cannot access these internal KBAs.
- Agent Assist returns **unpublished** KBAs (In process, etc.). Take the necessary steps to ensure the customer can access the KBA prior to informing them the KBA has been attached as a solution.



Option B: Attach KBA in UI16

Confirm or remove a KBA attached to a related record

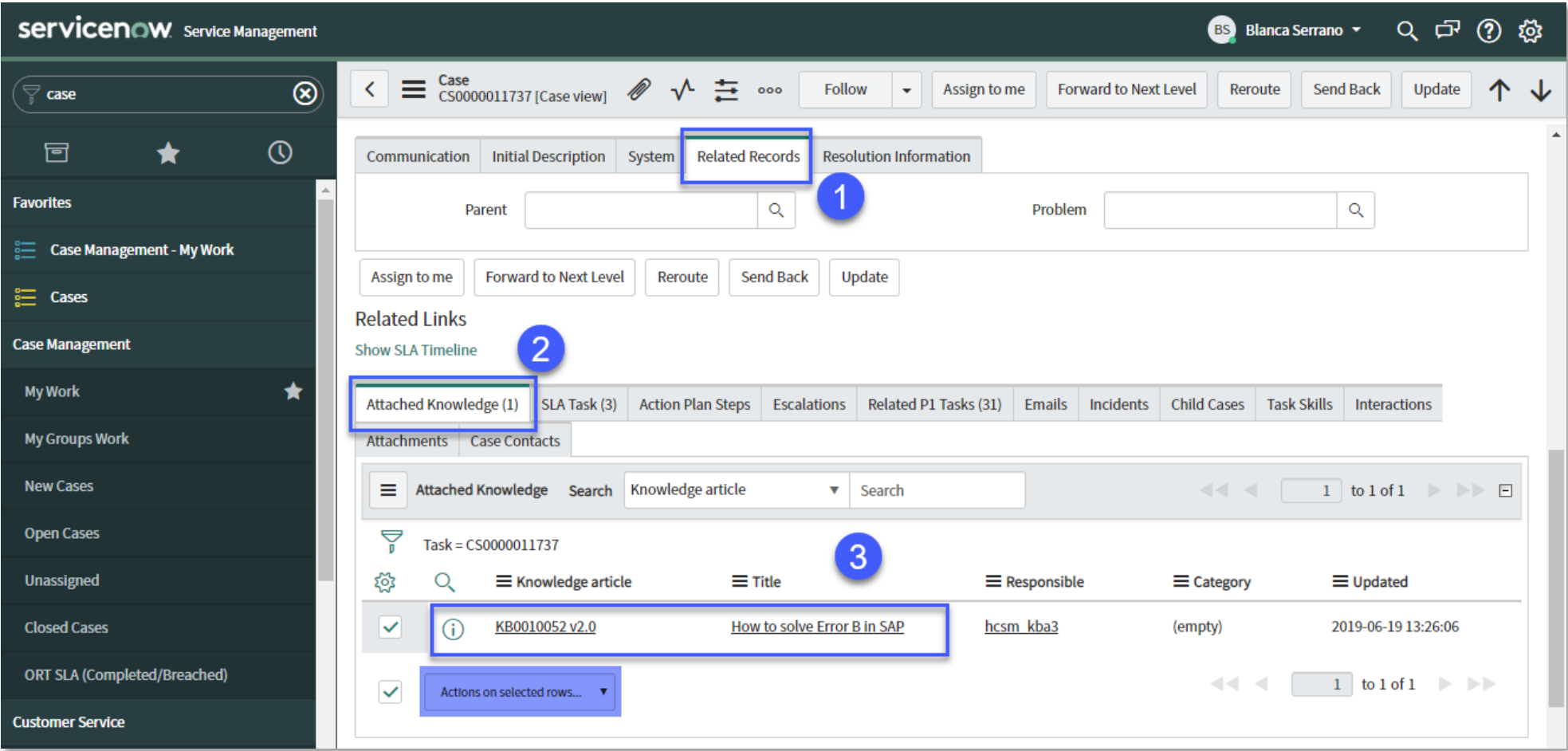
- Step1
- Scroll down the record and click **Related Records** tab.
- Step2
- Click **Attached Knowledge** tab.
- Step3
- All knowledge articles that have been attached to this record are listed below.
- Step4 – Removing attached KBA (if necessary)
- Tick mark the KBAs that you'd like to remove using the **Checkbox** in front of the KBA numbers. Then click **Actions on selected rows...** to open the dropdown list for all actions. Select **Delete** to remove the selected KBAs.

Notes

Always ensure that the content is safe and appropriate to be sent to a customer.

Internal KBAs can be attached to Cases (and should be if used in solution), but note that customers cannot access these internal KBAs.

Agent Assist returns **unpublished** KBAs (In process, etc.). Take the necessary steps to ensure the customer can access the KBA prior to informing them the KBA has been attached as a solution.



What is a change log?
What you are reading is official SAP process documentation. Stringent version control is required for Compliance purposes. Thus, this **change log** is a record of who made what changes to this content & when, in case further follow up is needed.

Please send any questions or concerns to

Marcia Luna de la Cruz, [Walldorf](#)
Process manager

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Carly Thomas	Nov 25, 2019	<ul style="list-style-type: none">WIPS 4.0 Golden Standard Baseline Documents	Published