

Application Navigator

> Knowledge Bases

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The screenshot shows the 'Knowledge Bases' application interface. At the top, there is a navigation bar with 'Knowledge' and 'New' buttons, a 'Go to' dropdown set to 'Updated', and a search bar. Below this is a filter bar with 'All' selected. A search bar contains the text 'k'. A dropdown menu is open, showing the following options: 'Keywords', 'Attachment link', 'Category(kb_category)', 'Knowledge base' (highlighted), 'Source Task', 'Wiki', and 'Workflow'. Below the dropdown, a table of knowledge base entries is visible. The table has columns for 'Short description', 'Author', and 'Category'. The entries are:

| Short description | Author | Category |
|-------------------------------------|----------------------|----------|
| 2018 Homeowner's Association Update | System Administrator | (empty) |
| Real Estate Taxes Update | System Administrator | (empty) |
| 2016 - Real Estate Address Update | System Administrator | (empty) |
| Real Estate Taxes FAQ | System Administrator | (empty) |
| short description | System Admin | (empty) |
| April 18 2018 - Location | System Admin | (empty) |

Narrow the Filter down to **Knowledge Base** is **Fairfax County()**

The screenshot shows the 'Knowledge Bases' application interface with the search filter set to 'Knowledge base is Fairfax County()'. The filter bar shows 'Knowledge base' selected, 'is' as the operator, and 'Fairfax County()' as the value. Below the filter bar, a table of knowledge base entries is visible. The table has columns for 'Number', 'Short description', 'Author', and 'Category'. The entries are:

| Number | Short description | Author | Category |
|-----------|------------------------------|----------------------|----------|
| KB0010031 | 2018 Homeowner's Association | System Administrator | (empty) |

Click "Run"

Right click on **Fairfax County()** row and select **Show Matching**

Knowledge Go to

All > Knowledge base = Fairfax County0

| | <input type="button" value="⚙️"/> | <input type="button" value="🔍"/> | <input type="button" value="≡"/> Number | <input type="button" value="≡"/> Short description | <input type="button" value="≡"/> Knowledge base | <input type="button" value="≡"/> Author | <input type="button" value="≡"/> Category |
|--------------------------|-----------------------------------|-------------------------------------|---|--|---|---|---|
| | | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> |
| <input type="checkbox"/> | <input type="button" value="i"/> | KB0010031 | 2018 Homeowner's Association Update | Fairfax County0 | System Administrator | (empty) | |
| <input type="checkbox"/> | <input type="button" value="i"/> | KB0010029 | Real Estate Taxes Update | Fairfax County0 | System Administrator | (empty) | |
| <input type="checkbox"/> | <input type="button" value="i"/> | KB0010030 | 2016 - Real Estate Address Update | Fairfax County0 | System Administrator | (empty) | |
| <input type="checkbox"/> | <input type="button" value="i"/> | KB0010028 | Real Estate Taxes FAQ | Fairfax County0 | System Administrator | (empty) | |
| <input type="checkbox"/> | <input type="button" value="i"/> | KB0010018 | short description | Fairfax County0 | System Admin | (empty) | |

☐ Actions on selected rows...

Next Step: Export

Application Navigator

> Knowledge Bases

> Right-Click between the Field Names (ie, Short Description and Knowledge Base)

The screenshot displays the 'Knowledge Bases' application interface. At the top, there is a header bar with a 'Knowledge' tab, a 'New' button, and a 'Go to' dropdown menu set to 'Updated'. Below the header, a filter bar shows 'All > Knowledge base = Fairfax County0'. The main content area is a table with columns: 'Number', 'Short description', 'Knowledge base', 'Author', and 'Category'. A right-click context menu is open over the 'Short description' column header, with a red arrow pointing to the right-click location. The menu options include: 'Sort (a to z)', 'Sort (z to a)', 'Ungroup', 'Group By Short description', 'Bar Chart', 'Pie Chart', 'Configure', 'Import', 'Export', 'Update Selected', 'Update All', 'Create Application Files', 'Import XML', and 'Show XML'. The 'Export' option is highlighted, and a sub-menu is open showing 'Excel (.xlsx)', 'CSV', 'XML', 'JSON', 'PDF', and 'Export Set'. The 'XML' option is highlighted in the sub-menu. The table contains five rows of data, each with a checkbox, an information icon, a knowledge base number, a short description, and a knowledge base name. The first row is 'KB0010031' with the description '2018 Homeowner's Association Update' and the knowledge base 'Fairfax County0'. The second row is 'KB0010029' with the description 'Real Estate Taxes Update' and the knowledge base 'Fairfax County0'. The third row is 'KB0010030' with the description '2016 - Real Estate Address Update' and the knowledge base 'Fairfax County0'. The fourth row is 'KB0010028' with the description 'Real Estate Taxes FAQ' and the knowledge base 'Fairfax County0'. The fifth row is 'KB0010018' with the description 'short description' and the knowledge base 'Fairfax County0'. At the bottom left, there is a checkbox and a dropdown menu labeled 'Actions on selected rows...'.

| | | Number | Short description | Knowledge base | Author | Category |
|--------------------------|--|-----------|-------------------------------------|-----------------|----------------------|----------|
| <input type="checkbox"/> | | KB0010031 | 2018 Homeowner's Association Update | Fairfax County0 | System Administrator | (empty) |
| <input type="checkbox"/> | | KB0010029 | Real Estate Taxes Update | Fairfax County0 | System Administrator | (empty) |
| <input type="checkbox"/> | | KB0010030 | 2016 - Real Estate Address Update | Fairfax County0 | System Administrator | (empty) |
| <input type="checkbox"/> | | KB0010028 | Real Estate Taxes FAQ | Fairfax County0 | System Administrator | (empty) |
| <input type="checkbox"/> | | KB0010018 | short description | Fairfax County0 | System Administrator | (empty) |

Importing and Exporting is accomplished via the same Right-Click between the Field Names (ie, Short Description and Knowledge Base)

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Import external data into Knowledge

Do you want to insert or update data ?

☒ Insert

☐ Update

Do you want to create an Excel template to enter data ?

☒

Step 1: Create an Excel template file to enter data

Upload Progress

▶ Importing Excel Workbook

Succeeded 100%

Import complete - Succeeded in 2 Seconds

Preview Imported Data

Upload