

Knowledge Article Update

STORY

As a Penny, a Protest Hearing Officer I want to be able to search for existing knowledge articles and update them with additional content so other staff can avoid making similar mistakes.

ACCEPTANCE CRITERIA

1. I need to be able to search for the keywords to find knowledge articles relevant to my current finding.
2. After completing a search, I need to be able to update the existing knowledge articles.
3. If my search doesn't identify a relevant article, I need to be able to create a new article.
4. I need to be able to add, update or remove keywords with articles I create or change to help make searches more accurate.

Updated: 2/28/2018