

Knowledge Article Creation

STORY

As Peter, a Tax Program Specialist, I want to create and store knowledge articles relating to tax code so that I can make them available for the tax auditors on my team

ACCEPTANCE CRITERIA

1. Can I upload existing knowledge articles?
2. Can I create new knowledge articles?
3. Can I tag knowledge articles?
4. Can I modify existing knowledge articles?
5. Can I associate knowledge articles with specific areas of tax code?
6. Can I have multiple levels of formats of information in KAs (e.g. bullet points for senior levels, scripted specific details for junior staff)

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