

Knowledge Article Usage and Update

STORY

As Deborah, a Tax Director I want to see how many users leverage each Knowledge Article, so that I can prompt for additional reviews and improve auditing performance overall.

ACCEPTANCE CRITERIA

1. I should be able to see the number of times each Knowledge Article has been leveraged or reviewed as part of an audit.
2. I need to be able to see a list of all Knowledge Articles by identifier, topic, the last date each was reviewed, and the number of times it was used as part of an audit.
3. I should be able to sort the list of all Knowledge Articles by any of the returned columns.
4. When I identify a Knowledge Article while reviewing Usage data that requires an update, I should be able to send it to my staff in 3 or fewer clicks.

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