# KBData Tag Schema & Standardization Guide

This document provides a reference guide for the Tags field used in the KBData Dataverse table. Tags are used to improve search accuracy and group related knowledge base articles within SIAConnect.

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## Tag Formatting Rules

* • Tags must be lowercase.
* • Tags must use hyphens (-) instead of spaces.
* • Each tag should be unique within an article (no duplicates).
* • Separate multiple tags with a semicolon and a space ('; ').
* • Avoid overly generic tags like 'general' unless used for specific indexing purposes.
* • Standardize brand or model names (e.g., use 'glr-200' instead of 'GLR 200').

## Examples of Standardized Tags

|  |  |
| --- | --- |
| Tag | Purpose / Context |
| glr-200 | Refers to the GLR-200 product line |
| ci-100 | CI-100 cash recycler documentation |
| status-codes | Articles relating to error or status codes |
| install-guide | Installation instructions |
| troubleshooting | Step-by-step issue resolution articles |
| field-service | Used for technician and field repair references |
| revolution-series | Legacy Revolution products |

For any new tags, ensure they follow the rules above and are not duplicates of existing tags under a different format (e.g., 'glr200' vs 'glr-200'). This will ensure consistency and improve knowledge retrieval.