**Workflows and Processes**

**1. Knowledge Article Creation**

**Objective:**

To create and maintain detailed articles that address customer inquiries, troubleshooting steps, and FAQs.

**Workflow Steps:**

1. **Initiate New Article:**
   * User navigates to the KMS dashboard and selects “Create New Article.”
   * System prompts the user to input a title and a brief summary.
   * User selects the category and subcategory for the article.
2. **Compose Content:**
   * User writes detailed content using a rich-text editor.
   * Editor supports headings, bullet points, numbered lists, hyperlinks, and inline code snippets.
   * Real-time preview allows users to check formatting.
3. **Add Visuals:**
   * Users upload images, diagrams, and screenshots.
   * The system provides an option to embed videos via upload or external links.
   * A built-in image editor enables cropping and annotation.
4. **Format and Enhance Readability:**
   * Users apply bold, italics, underline, and color coding to highlight key information.
   * Tables and structured content layouts are available for technical documentation.
   * Markdown support is available for developers and technical writers.
5. **Add Metadata:**
   * Articles require keywords, categories, and tags for efficient search and classification.
   * The system suggests tags based on content analysis.
6. **Save and Submit for Review:**
   * Users save drafts for later editing.
   * Submitted articles undergo a review and approval process.
7. **Approval Process:**
   * Articles are assigned to an editor for review.
   * Editors check grammar, clarity, and accuracy.
   * Approval or revision requests are sent back to the author.
8. **Publish and Archive:**
   * Once approved, articles are published in the knowledge base.
   * Older versions are archived for historical reference.

**2. Self-Service Portal Integration**

**Objective:**

To ensure customers can access knowledge articles through a self-service portal, improving issue resolution efficiency.

**Workflow Steps:**

1. **Integrate Knowledge Base:**
   * Articles are categorized and linked within the portal.
   * Customers can browse articles by category or use search functionality.
2. **Create an FAQ Section:**
   * A dedicated FAQ section is designed to feature the most frequently asked questions.
   * FAQs are categorized for easy navigation.
3. **Implement Search Functionality:**
   * The search bar is prominently displayed on the portal homepage.
   * System supports auto-suggestions and keyword recognition.
4. **Enable Feedback Mechanism:**
   * Users can rate articles (thumbs-up/down, star ratings, or comments).
   * Feedback is analyzed to improve article quality.

**3. Knowledge Base Search and Tagging**

**Objective:**

Enhance searchability and organization of articles for better user experience.

**Workflow Steps:**

1. **Assign Relevant Tags and Categories:**
   * Tags are manually assigned by authors or suggested by AI.
   * Articles can belong to multiple categories for better visibility.
2. **Implement Advanced Search Filters:**
   * Filters include category, keyword, date, popularity, and author.
   * Users can use Boolean operators to refine searches.
3. **Optimize Search Algorithms:**
   * Machine learning enhances search relevance.
   * System tracks user behavior to improve future searches.
4. **Monitor Search Analytics:**
   * Reports show search trends and article effectiveness.
   * Insights help identify gaps in content coverage.

**4. Content Moderation and Updates**

**Objective:**

Maintain content quality by reviewing, updating, and managing knowledge articles effectively.

**Workflow Steps:**

1. **Review and Approve Articles:**
   * Articles go through an editorial review before publishing.
   * Editors check for technical accuracy and readability.
2. **Update Existing Articles:**
   * Periodic review ensures content remains relevant.
   * Updates are logged to track version history.
3. **Remove Outdated Content:**
   * Automated reminders prompt review of older articles.
   * Obsolete content is archived or deleted.
4. **Monitor Article Feedback:**
   * User feedback is analyzed for content improvement.
   * Editors prioritize articles with low ratings for revision.

**Screen Layouts**

**1. Dashboard (Main Screen)**

* **Sections:**
  + Quick access to article creation and editing.
  + List of recently published articles.
  + Search bar with advanced filtering options.
  + User analytics and feedback summary.

**2. Article Editor Screen**

* **Features:**
  + Rich-text editor with formatting tools.
  + Image and video upload section.
  + Metadata input fields.
  + Preview mode before publishing.

**3. Self-Service Portal Screen**

* **Components:**
  + Search bar with autocomplete.
  + FAQ section with collapsible categories.
  + Featured and recommended articles.
  + Feedback mechanism (ratings, comments).

**4. Search & Tagging Screen**

* **Elements:**
  + Search bar with advanced filters.
  + Tag management panel.
  + AI-based article recommendations.

**5. Content Moderation Screen**

* **Tools:**
  + Article approval queue.
  + User feedback review dashboard.
  + Content update and archiving controls.