Creating a Knowledge Base Article

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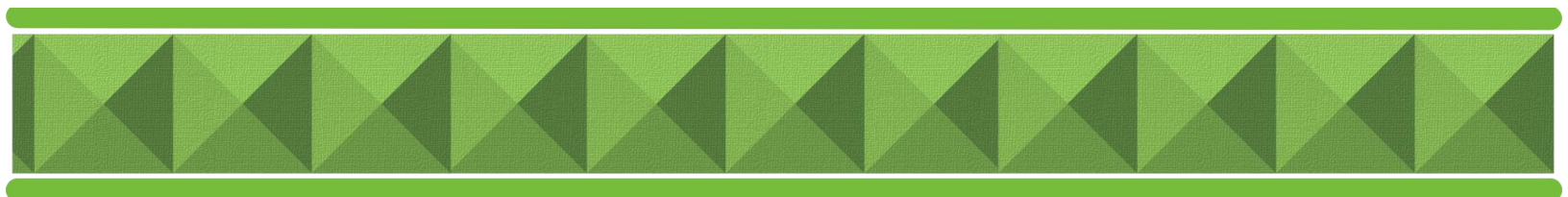
TABLE OF CONTENTS

INTRODUCTION

Purpose

The purpose of this guide is to outline the process for creating a knowledge base article.

Intended Audience

This guide is written for all employees at Kodella since we are all responsible for our knowledge Center.

Scope

The scope of this guide is for all knowledge articles that are entered into our knowledge center.

HOW TO WRITE A KNOWLEDGE ARTICLE

This article will give a step-by-step process of how to write a knowledge base article that can be easily used and found.

Definition of knowledge article

A knowledge article is a set of organized information about something in your department or the Kodella company that others can read in order to learn more about it. It usually includes at least text, but can also include images and videos.

It can have different purposes such as:

- To explain something or show a process
- To be a dictionary or glossary of helpful terms
- To show case studies or example problems
- Anything that adds value and is helpful

Step 1 - preliminary questions

Before you start to write, ask yourself these questions:

- What is the goal of the content?
- What is the need for this article?
- What are the current processes that might need to be defined here?
- What is your audience's experience with the material?
  - Consider how detailed the article should be
  - Consider if acronyms will be understood and if you should define any technical or special terms you use.

Step 2 - Write a thesis statement

Make sure your article is narrowed down to only one idea or topic. This topic should be put into a thesis sentence and placed in the Description section at the top of the article. The description section of your article will be displayed when others are searching the knowledge center.

Step 3 - Ensure you have all the information you need

Gather all the relevant information for your article. If you need clarification or more information, contact a subject matter expert.

Step 4 - Divide the information into sections

Divide the information into sections and come up with a heading title for each section. When you create the article in Claromentis, use Heading 2 for the title of each section. This heading will make it easy for people to search for information in a particular section of your article.

Step 5 - Adding images and videos

If you have images that help explain the material, then put them into the article. Make sure that your text always references every image that you use and that the image is close to the reference.

If you have access to Snag it or Camtasia, you could also make a simple video to show a process. If you are not comfortable with that or you don't have access to the software, you could also ask a technical writer to take on the task, giving them all the necessary information.

Step 6 - Review and check for key words

Always do a spell check and read through the article to check for errors. Also review the article to ensure that you have used key words you think your audience will search for. This will make it easier to find others to find your article. Try to place these key words in the article title or headers.

Step 7 - Add links

If there is additional information you think would be helpful to your reader, give links to those resources.