# KB Article

Wolken Care comes with an in-built Knowledge Base that can be viewed

by both your end users and helps in resolving queries real time.

## Getting started

- Login to Wolken Care , as Admin.

- Click the Hamburger icon ≡, Search **KB Article** menu.
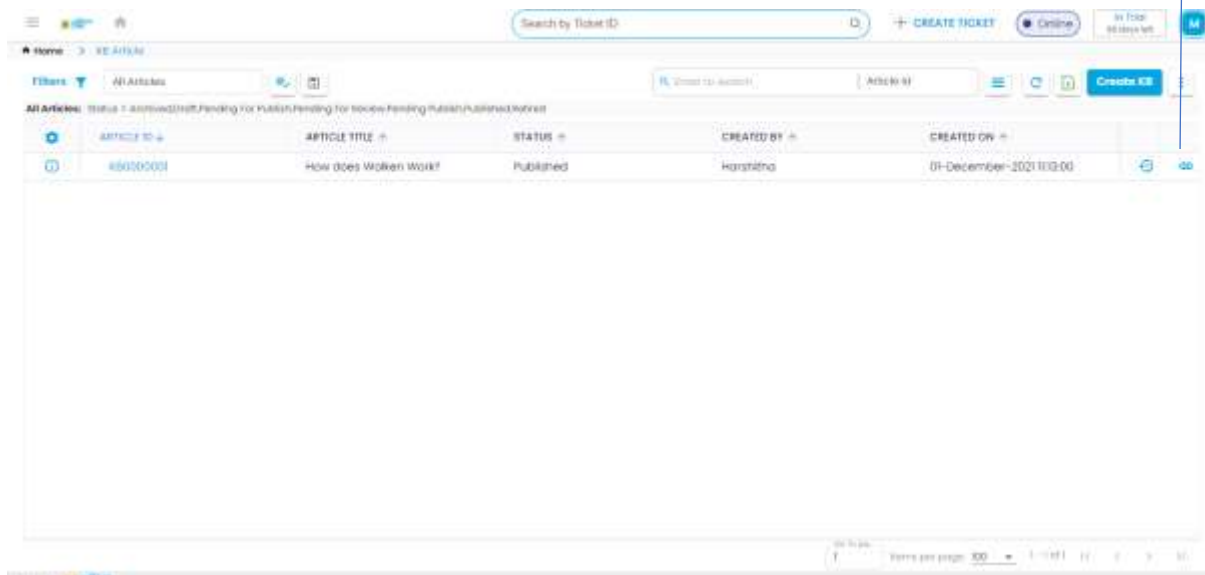
Click here to view the case



*Fig-01*

- Click **Filters** menu , to filter the view based on **Field Name**, **Condition type** and **Attribute value.**

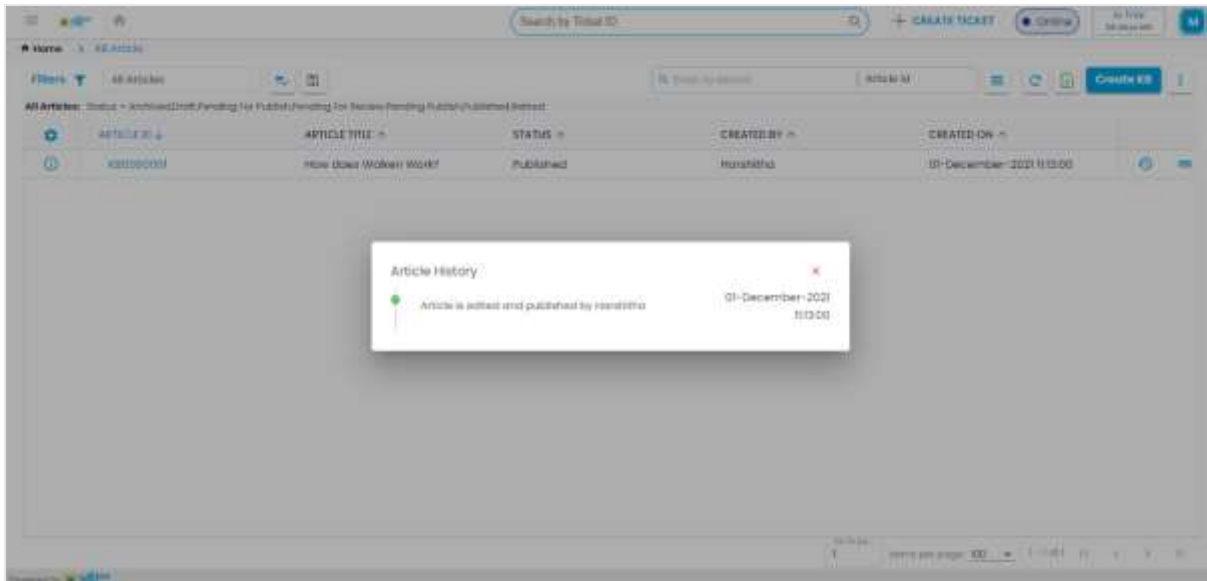- Click 🕘 icon to view the history , stages of article updating.

*Fig-02*

- Click **Create KB** button , to create the article .

- Enter the **Article name**  , Select the **Validation status** from the list box.

- Select the **Article Type** updated.

- Enter the **Requestor name** , and the **Product Category** .

- Select the **Valid to** date , for approval.

- The articles written are approved by the reviewer. Once validated, they can be published.
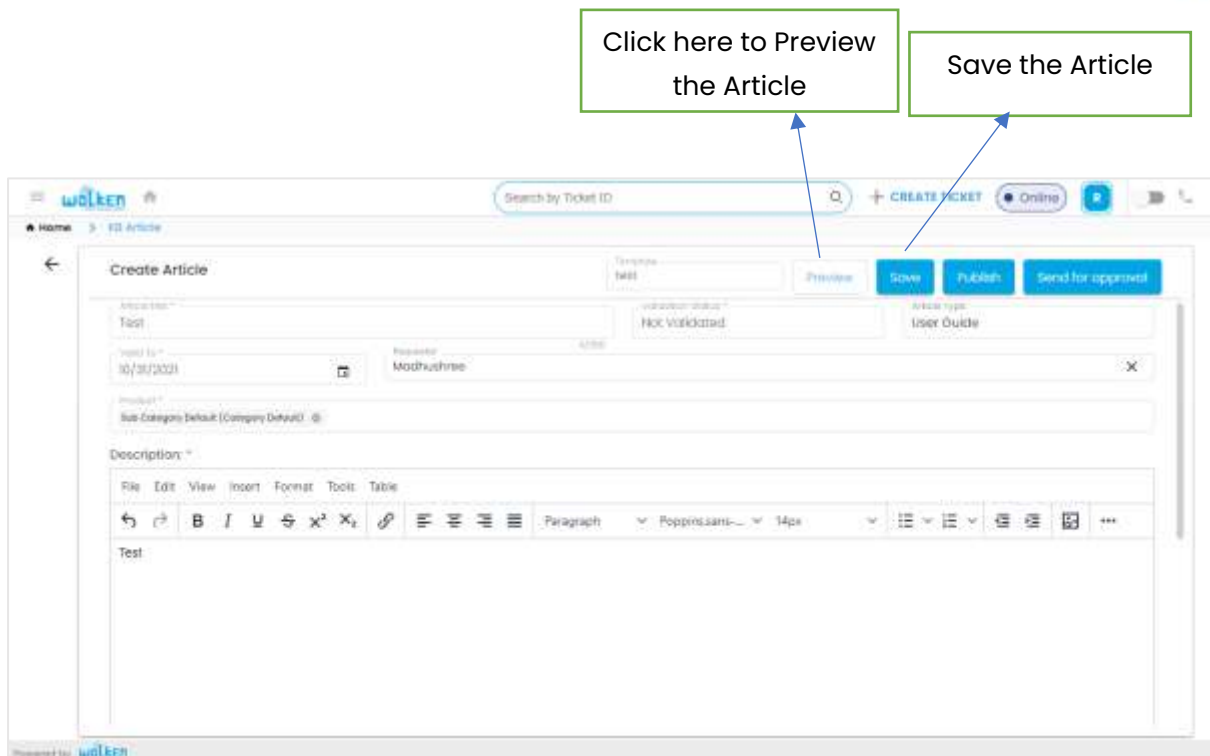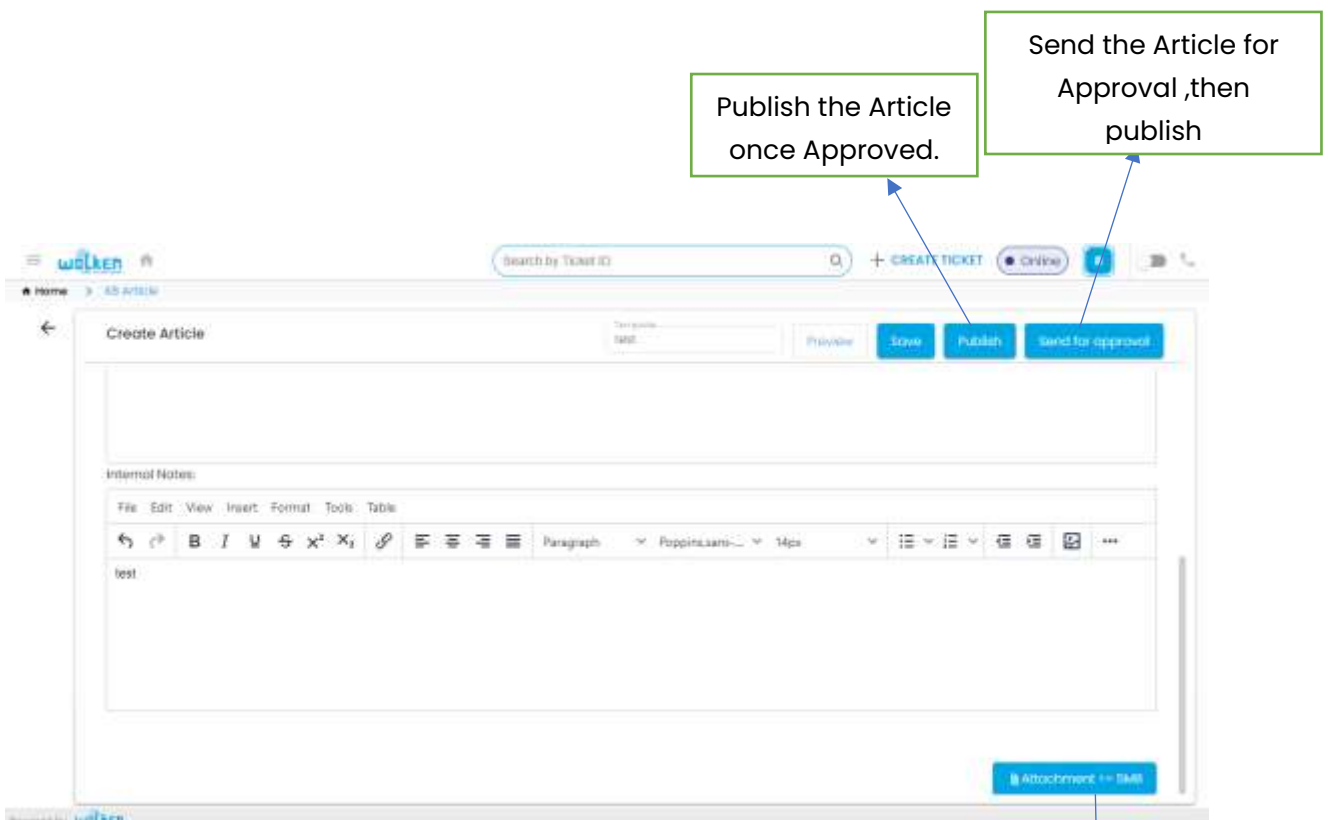
Click here to Preview the Article

Save the Article

### Create Article

Template: test

Preview | Save | Publish | Send for approval

Article Title: Test

Validation Status: Not Validated

Article Type: User Guide

Valid To: 10/31/2021

Requester: Madhushree

Product: Sub-Category Default (Company Default)

Description:

File Edit View Insert Format Tools Table

Test

*Fig-02*

Send the Article for Approval ,then publish

Publish the Article once Approved.

### Create Article

Template: test

Preview | Save | Publish | Send for approval

Internal Notes:

File Edit View Insert Format Tools Table

test

Attachment + SMS

*Fig-03*

Attachments can be Included