

Article Interface in Front-end Area

 Gurjeet Kaur  Fri, Aug 4, 2017  [Articles](#)

 1654  0

Article page displays the details of an article like title, content, article ID, rating, date and time of last update, the name of author, date and time of publishing, categories under which article is filed, user comments, attached files, comments, related articles, recently viewed articles etc.

Search...

SEARCH MENU



Can a question have multiple categories in the knowledge base?

Article ID: 20 | Rating: 3.5/5 from 2 votes | Last Updated: Wed, Aug 10, 2011 at 5:43 AM

[Share](#) 0 [Tweet](#) 0 [in Share](#) 0 [Google +](#) 0 [Pin](#) 0

Yes, PHPKB knowledge base software has this feature so that a knowledge base article can be contained within multiple categories. Having a knowledge base article appear under all appropriate categories improves the chance of your customers finding the information. By selecting multiple categories (for an article) rather than writing duplicate articles, your agents save time and you get better statistics.

Posted by: Knowledge Base Administrator - Wed, Aug 10, 2011 at 5:43 AM. This article has been viewed 7892 times.
Filed Under: Pre-Sales FAQ

Attached Files

There are no attachments for this article.

Comments

There are no comments for this article. Be the first to post a comment.

Name

Email

comments

Security Code

66f8f08

Post Comment

Related Articles



[How often are product updates released?](#)

Viewed 6996 times since Thu, Sep 1, 2011



[Is there a maximum number of articles or categories that I can create?](#)

Viewed 7708 times since Sat, Aug 6, 2011



[Which educational organizations are using PHPKB?](#)

Viewed 9006 times since Thu, Dec 22, 2011





[Does PHPKB support multiple languages, including RTL?](#)


Viewed 7911 times since Sat, Aug 6, 2011


Article Options


PHPKB Knowledge base software allows end- users to subscribe for articles, print article, email article to a friend, export article to PDF or MS Word, rate article. Click "Menu" bar displayed at the right side of the article page to select an option.


 [Subscribe to Article](#)


 [Print Article](#)

 [Email Article to Friend](#)

 [Export to PDF](#)

 [Export to MS Word](#)

Article Rating (3 Votes) 



Rate this article

Select One

Custom Fields

Applicable To: Standard Edition, Standard (Multi-Language) Edition, Enterprise Edition (MySQL), Enterprise Multi-Language Edition (MySQL), Enterprise Edition (SQL Server), Enterprise Multi-Language Edition (SQL Server)

Online URL: <https://www.knowledgebase-script.com/kb/article/article-interface-in-front-end-area-144.html>