

# Can a question have multiple categories in the knowledge base?

20 KB Administrator Wed, Aug 10, 2011 [Pre-Sales FAQ](#)

12884 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.

Online URL: <https://www.knowledgebase-script.com/kb/article/can-a-question-have-multiple-categories-in-the-knowledge-base-20.html>