

Knowledge Management

Managing and Using the Knowledge Base

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1 Introduction

1.1 Purpose of the Document

Xpert.NET is a very dynamic help desk solution that can be configured in various directions. Daily routine and experience have shown that users get acquainted with the most important modules and configurations quickly. Nevertheless, some questions regarding the functionalities of the *Xpert.NET* modules often remain. Thus, the individual modules cannot be used to their full potential.

This document is supposed to help you with the orientation in the *Knowledge Management* module. For this purpose, it will describe the configuration as well as its integration into the entire *Xpert.NET* system step by step.

1.2 Addressees of the Document

This document mainly addresses administrators.

Nevertheless, end users may also find helpful advice on handling the module here. As an administrator, you can compile a slim document for your end users by leaving out passages only necessary for the administration of the module. We have, however, smaller, slimmer documents for users and members of support available.

1.3 Remarks on the Content of this Document

This document describes all the functions of the module *Knowledge Management*. The range of functions may, however, vary due to configuration, licensing, and version. If you miss certain functions listed in this document in your *Xpert.NET* installation, please contact our support directly.

1.4 Overview of the Knowledge Management

The completely web-based, interactive Knowledge Management module with a full text search, rating, ranking, etc. is used for the management of an integrated knowledge base. As an additional module, it expands the functions of *Xpert.NET*. This documentation describes all its available functions.

In Chapter 2, the structure of a typical knowledge base article with its various tabs in the side bar will be illustrated. Chapter 3 focuses on creating, exporting, and deleting individual articles. In the following Chapter 4, the various available article actions will be detailed. The search options in the knowledge base can be found in Chapter 5. Chapter 6 describes the management of the knowledge base.

2 Structure of the Knowledge Base

The knowledge base can be accessed via the button at the bottom of your *Xpert.NET* environment.

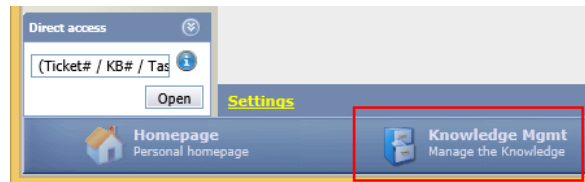


Figure 2.1: The knowledge base is opened via this button

The Knowledge Base is divided in two parts: The sidebar, which allows for browsing through the KB articles according to category, status and other features, and the item list on the right, where the results of the search or all articles can be displayed.

The article list can be customized via the DataView Management. Further information can be found in the *Administration* document.

All displayed articles can be opened and displayed via a double-click.

2.1 Articles

The structure of a KB article is very similar to that of a ticket. There are, however, some differences that will be explained in the following.

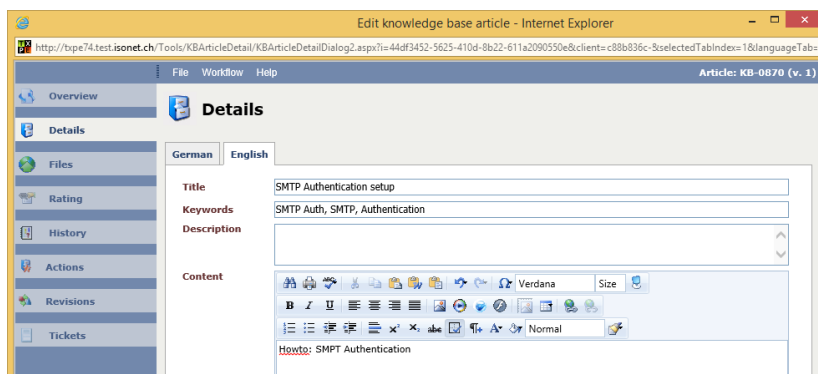


Figure 2.2: The detailed view of a knowledge base article

2.2 The Menu Bar

In the menu bar of every article, further options for article management are available.

2.2.1 File

The menu item *File* offers the options *Print*, *Export article*, *Create new revision*, *Delete*, and *Close*.

Print: This option compiles a print preview of the article that contains an overview and the details to the article in the respective selected language. It can either be printed immediately or converted into various formats to be saved as a file.

Export article: This option creates a ZIP file containing the current article content. The file download will start automatically. The ZIP file contains information on the current article, the content of the article as a HTML file (in all languages), and file attachments in a separate sub-folder. Flash, WMV, and other objects embedded into the article will be exported as well.

Create new revision: Creates a new revision of the current article (see also Sections 2.3.7 and 3.2).

Delete: Deletes the current KB article. If there are revisions of the article, they will be deleted as well. If only a revision of the article is deleted, the main article remains unchanged.

Close: Closes the window of the currently opened article.

2.2.2 Workflow

The menu item *Workflow* offers the actions pending for the current KB article. Such actions are, for example, archiving an article, publishing a draft, or the revision of the currently published article. An illustration of the workflow actions can be found in Chapter 4 of this document.

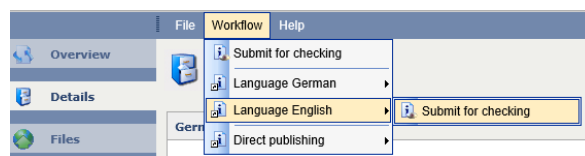


Figure 2.3: General workflow actions are displayed in the respective menu item

2.3 The Tabs of a KB article

Similar to the ticket dialog, various tabs are available on the left.

2.3.1 Overview

This overview displays various details, like the identity displaying the internal naming of the article (e.g. KB-0011) and the template the article has been created with, for example.

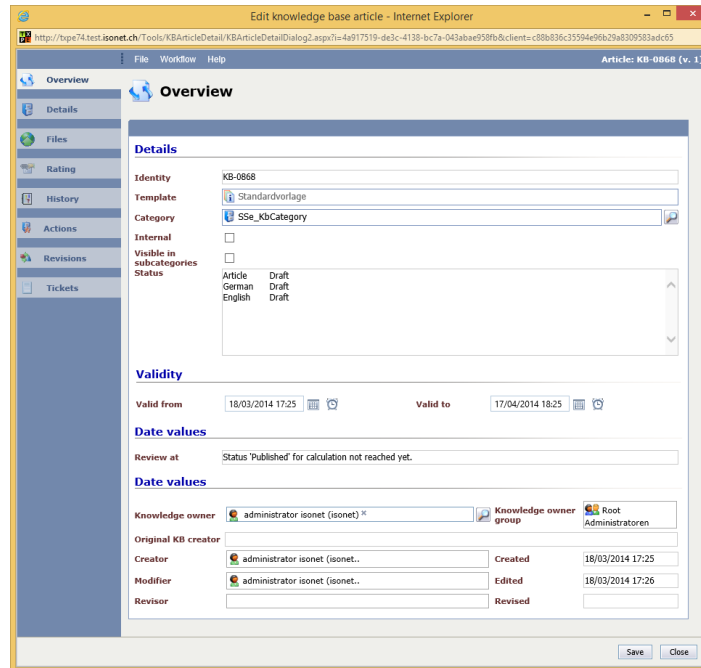


Figure 2.4: The overview of a KB article

Please note

If values are to be changed in an article, the user to change them has to have the necessary permissions. Further information on user permissions can be found in the *User Management* document.

Details

The following information is displayed under *Details*:

Identity: Contains the article number of the KB article. It is composed similarly to a ticket number and used for a distinct identification of the article. Using this number, the KB article can be opened via the direct access on the homepage as well.

Template: Displays the article template used for creating the article.

Category: Contains the categories the article can be found in, which facilitate the organization of the articles.

Internal: KB articles can be divided into internal and public articles. If this option is activated, the current article will be marked as internal and displayed in the article list only to groups and users with the permission to see internal articles.

Visible in subcategories: If this option is activated, the article will be displayed in the subcategories of the selected category/categories as well. If this option is not activated, the article will only appear in the categories it has been linked to explicitly.

Status: Contains the status of the entire article and of the individual languages. For example, it is possible that the German article has already been published and thus can be seen

and used by all users; the English part of the article, however, still has to be revised once again or has not been finished yet.

Date Values

Knowledge owner: The knowledge owner is the person/user managing the article/the knowledge in the article. The knowledge owner is similar to a ticket's owner.

Owner group: Specifies the user group of the knowledge owner.

Original KB creator: Contains the creator of the KB article.

Created: Usually contains the original creator of the KB article. If, however, an article revision or version has been created by another user in the meantime, this user will be displayed as the creator, along with the creation date of the new article revision or version.

Edited: Contains the date of the last change on the article as well as the user who changed the article.

Revised: Contains the user who revised the article the last time and the date of the revision.

2.3.2 Details

On the *Details* tab, the actual article is displayed. If the current user has the necessary permissions, the title, key words, and content can be edited here.

Title: Contains the title of the KB article.

Keywords: Key words facilitate finding the article via the full text search. The key words can be simply entered separated by commas.

Content: The content of the KB article is displayed here. It can be edited via a WYSIWYG editor that provides selection options for font, font size, and other formatting options. If a user does not have the permission to edit an article, the editor will be disabled.

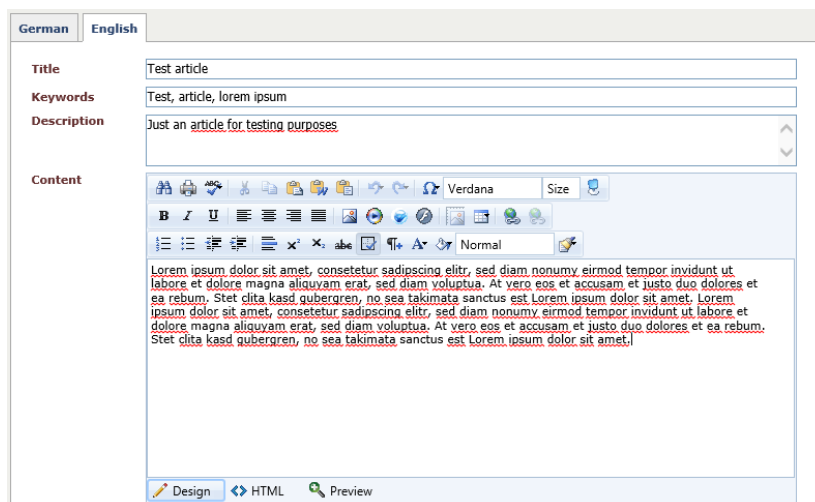


Figure 2.5: Editing the KB article with the enabled editor

If multiple languages are available for the *Xpert.NET* installation, the KB articles can be composed and displayed in multiple languages as well. In order to change the language, the language tabs above the article can be used.



Figure 2.6: Editing the KB article in multiple languages

2.3.3 File Attachments

On the *Files* tab, files like screenshots, text files, or Excel sheets can be attached to the knowledge base article in order to enhance the comprehensibility of a solution visually, for example. A new file can be uploaded by using either the button *New file* or the actions menu. Existing files can also be deleted via this menu. Select the attachment with a simple mouse click and click on *Remove attachment*.

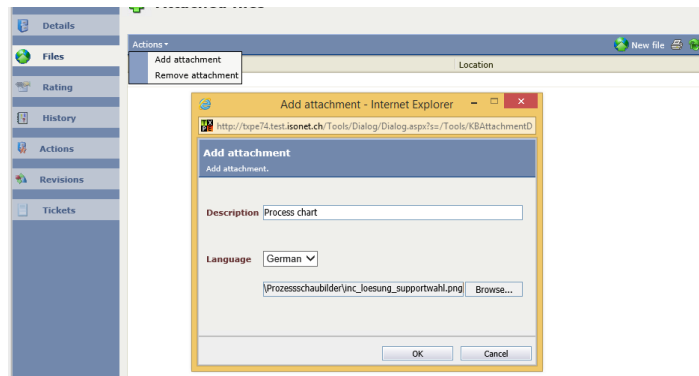


Figure 2.7: Adding a file attachment

2.3.4 Rating

The rating provides the users with the option to rate the article (by assigning one to five points) and to enter a comment, where applicable. This allows for a better assessment of the effectiveness of the presented solution or for making suggestions for improvement, for example.

2.3.5 History

The history displays all changes to the article for a better traceability.

2.3.6 Actions

This tab displays the workflow actions to be performed by the currently logged on user. These actions are displayed in the user's activity list as well.

In order to configure KB article actions, the workflow designer is necessary (see *Workflow Management* documentation).

2.3.7 Revisions

Revisions allow for managing the miscellaneous versions of an article. A revision can be created in one of the available languages. If all necessary information has been provided, the revision can be published. The old article version will be archived automatically and the new version will be published with a new article version number (the current version number can be seen top right on the article frame).

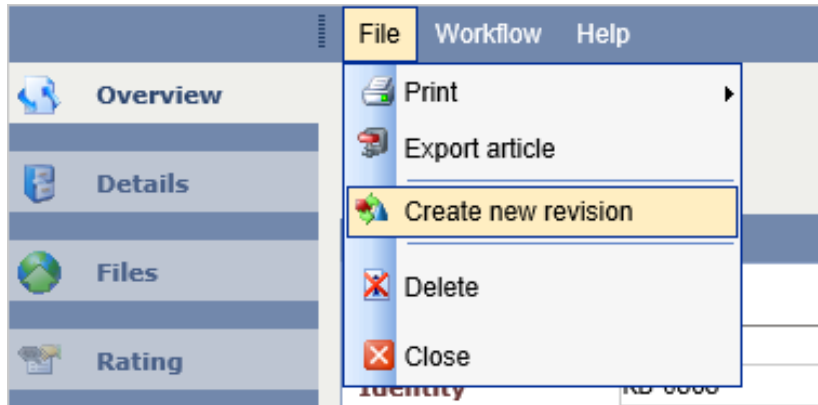


Figure 2.8: Creating a new revision in the top menu under *File*

If revisions have been activated and a ticket is linked to a particular article revision, this specific revision is always displayed in the ticket, even if a new revision of the article has been created in the meantime.

2.3.8 Tickets

The *Tickets* tab displays all tickets linked to this article in an overview. The tickets can be opened via a double click.

The display of tickets depends on the version of the article currently opened. If an article is opened directly in the knowledge base, the currently published version of the article is always displayed. The *Ticket* tab here displays all links to tickets - irrespective of the version a ticket has been linked to.

When an article is opened from a ticket, the article version published at the time the link has been created will be opened. Here, the *Tickets* tab only shows the ticket links that have been created until this point. Links of later versions will not be displayed.

3 Creating, Deleting, and Exporting Articles

There are three options for creating a new knowledge base article: creating a new article directly in the knowledge base, creating a revision of an already existing article, or generating an article from a ticket.

3.1 Creating Articles Manually

A new article can be created by clicking on the *Knowledge Management* button at the bottom of the display and then clicking on the *New article* button in the top right corner of the display on the next page.

A wizard is opened, in which the desired template can be selected. Subsequently, another dialog for further settings will appear. Via the *Save* button, the article can be saved. If the dialog is closed before saving, all changes will be rejected and no article will be created.

3.2 Creating Articles via a Revision

A new revision of an article can be created by opening an existing article and selecting the option *Create new revision* in the *File* menu. Subsequently, a dialog for editing the new revision will open. Revisions can be edited in the same way as new KB articles are created and edited .

The created revision will be saved as a draft on the *Revisions* tab. Subsequently, it can be forwarded for verification or published - just like a “normal” KB article.

When a new revision of an article is published, all previous revisions will be archived, but only, if these revisions have been published. Unpublished revisions will be not archived and keep their current status.

The creation of a new revision is logged by the system in the original article the revision has been created from and in the history of the new revision.

3.3 Generating Articles from a Ticket

Another option is to generate a KB article from existing tickets. Thus, a ticket’s solution can be made available for other users.

In order to generate a KB article from a ticket, the ticket has to already contain a solution. Open the ticket and select the item *Create KB article from ticket* from the *Actions* menu.

Please note

The ticket action *Create KB article from ticket* has to be configured before being used. If the menu item does not appear, it is necessary to make sure that the ticket action has been activated in the respective status for the proper group of the user to execute the action, and that a working mapping has been created. (Further information on this topic can be found in the *Ticket Management* documentation.)

3.4 Deleting an Article

If there is no further use for an article or parts of it, it can be deleted. An article can be deleted from the article list directly by selecting it and then clicking on *Delete* in the *Actions* menu. The second option is to open the article and to select the *Delete* option in the top menu under *File*.

There are several options for deleting only a certain revision of an article as well. Select the *Search* tab in the article list on the left. Subsequently, the option *Include revisions* can be activated and confirmed via a click on *Search*.

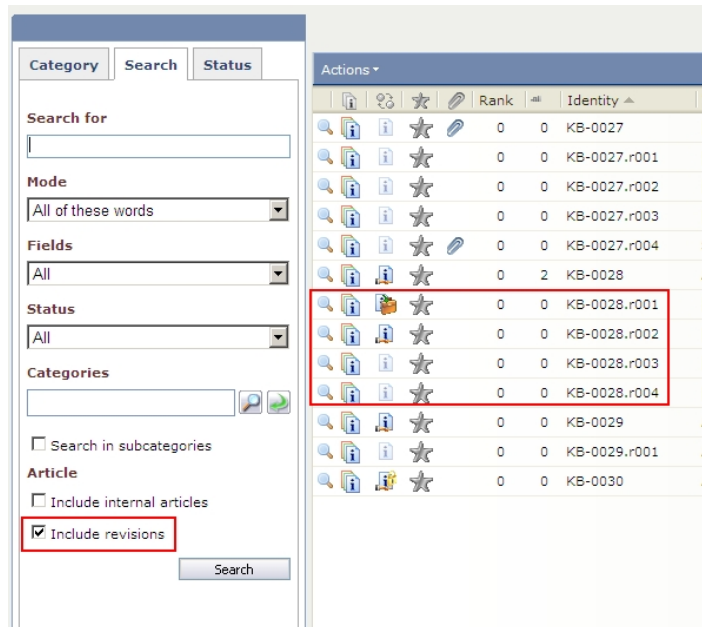


Figure 3.1: Display of articles and their revisions

Now, the revisions of an article will be displayed on the article list as well. Thus, the respective revision can be deleted just like a normal article - either directly via the *Actions* menu or by opening the article revision and using the *Delete* option in the *File* menu.

Moreover, it is possible to open the KB article, then switch to the *Revisions* tab and open the desired revision via a double click there. For deleting it, the *File* menu can be used here as well..

All the other revisions of the article will not be affected.

If, however, the entire article is deleted, all its revisions will be deleted as well.

Links to articles in tickets will be removed upon deletion. Thus, if a particular revision is deleted, all links in tickets based on this revision will be deleted as well. If the entire article is deleted, all links to tickets will be removed.

3.5 Exporting Articles

There are two different options for exporting articles:

- exporting individual articles or

For exporting an individual article, the button *Export article* can be found in the menu bar of the article under *File*. After a click on it, a ZIP file will be created containing all attachments and the article as an HTML file.

- exporting entire article categories.

In order to export an entire article category, simply right click on the desired category and select *Export category*. In the following dialog, the status and the subcategories to be exported as well can be selected. Moreover, it is also possible to export associated attachments and internal articles. The desired name for the downloadable file can be entered below. If all specifications have been completed, click on *Save* and a Zip file containing all of the desired articles will be created. The download will start automatically afterwards.

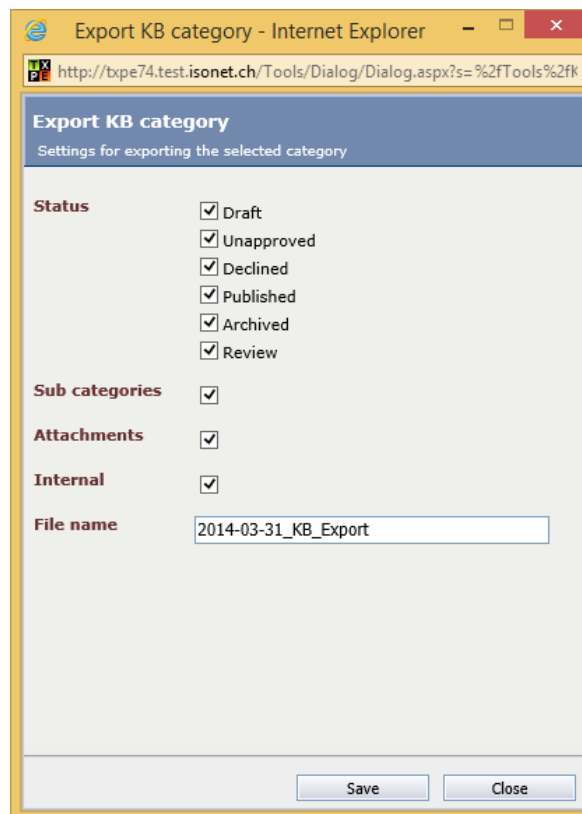


Figure 3.2: Exporting KB categories

4 Article Actions

Depending on the current article status, various workflow actions are available.

If actions like *Revise* or *Publish* are pending for the current logged in user, these actions are displayed in the activity list of this user.

4.1 Publishing Articles

After an article has been created by a user, there are two options: it can be either published immediately or submitted for checking.

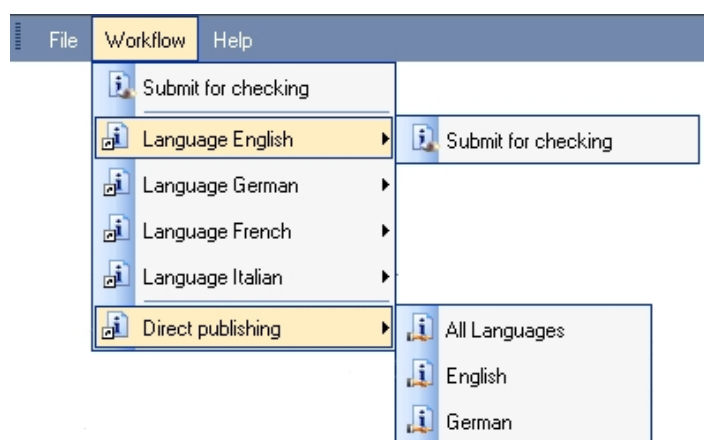


Figure 4.1: Workflow actions for new articles

It makes sense to publish the article directly if its content is to be available as soon as possible or if a separate verification is not necessary. An article can be published directly by selecting the menu item *Direct publishing* under *Workflow*. Furthermore, it is possible to define whether the article is to be published in all languages or only in a specific language. After the article has been published, it can be viewed and used by all users with the permission to use the knowledge base and access to the respective article category.

Hint

Whether an article can be published directly depends on the user's rights!

The verification of an article has to be done for every available language separately and subsequently for the article as a whole. However, this only applies to systems with more than one language activated. If only one language has been activated on the system, the article is simply to be submitted for checking.

After the article has been published, the following actions are available:

Archive: The current article will be archived. It can be archived individually in every language as well. After an article has been archived, only the action *Revise* is available for it. Archived articles can be seen as an option for filing information not up-to-date any more, which nevertheless may be useful again later on.

Revise: The entire article will be marked for revision.

Warning

If the article is submitted for checking, it has to be checked and, if necessary, revised by a second user before it can be published. During this period, the article will not be available to other users.

4.2 Checking Articles

If the article has not been published directly, it has to be checked first. After the check has been finished, the following workflow actions are available:

Decline: The article is declined, receives the status *Draft*, and thus has to be revised again.

Publish Internal: The article will only be available to certain user groups that have been activated in the User Management specifically for this purpose (permission).

Publish: The article will be available (again) in all languages to all users that can access the knowledge base. The status of the article will be set to *Published* and all users with the respective permission gain access to the article.

Publish in a certain language: This workflow action is generally similar to the action *Publish*. The article, however, will only be available in a certain language in the knowledge base. It will remain in the previous status for the other languages.

4.3 Revising Articles

If an article is marked for revision, it has to be revised by a second user. For the user to revise the article, it will be displayed with the editor again and thus can be changed, in contrast to a user that can only read the article. As soon as the revision is completed, it has to be submitted for checking again.

In order to use this automatic feature, a certain agent module has to be installed. It checks, when an article is to be resubmitted for revision. When this date arrives, the status of the article will be changed to *Draft*, so that normal users cannot access the article any more until the revision will be completed. Such a setting can be used for articles that are often subject to changes, for example.

Please note

If the agent module has not been started or installed, this feature can be used anyway. However, articles have to be marked for revision manually in this case.

If the article has been marked for revision, the following actions are available in the menu item *Workflow*:

Submit for checking: Forwards the revised article to a specified person or group for checking.

Publish directly: Allows for publishing the article immediately without rechecking the content.

4.4 Workflow Actions

As an administrator, there is an option to configure certain workflow actions that will be executed whenever an article reaches a certain status from another one. Such a workflow can be created via the Workflow Designer. This workflow has to have the type *KB Workflow*.

As soon as such a workflow is triggered by a status change, the user actions configured in the workflow will be displayed on the *Actions* tab in the KB article. Simultaneously, the articles will be displayed in the activity lists of the users to perform the actions. There, they can be opened and edited via a double click.

5 The Search

There are various search options for finding articles quickly: Using filters, categories, the full text search, or the display of articles according to status. Additionally, knowledge base articles can be searched via the extended search, which can be accessed via the top menu under TOOLS -> EXTENDED SEARCH. Details on these search options can be found in the *Search and Filter* documentation.

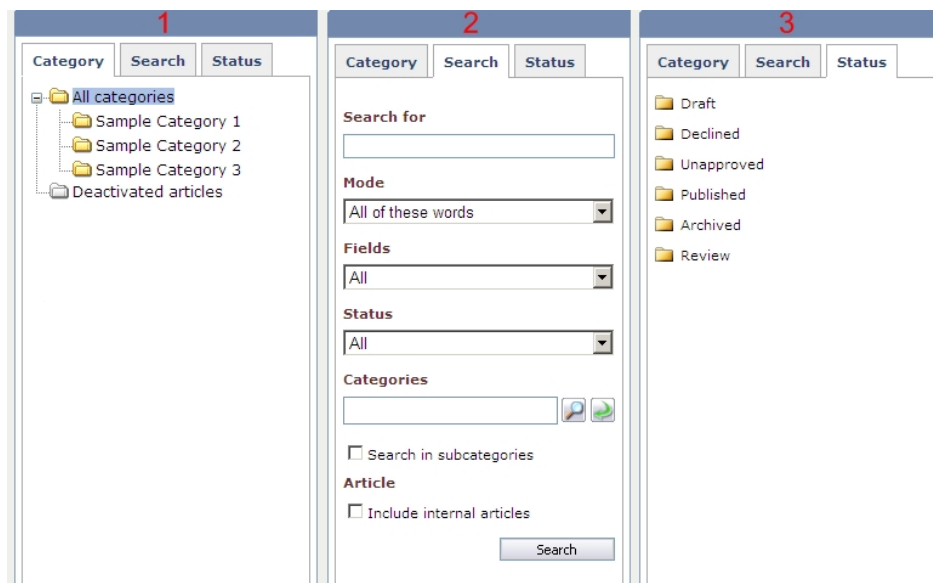


Figure 5.1: The search



Figure 5.2: Predefined filters

6 Managing the Knowledge Base

The setting options for the knowledge base can be found under **SETTINGS -> KNOWLEDGE MANAGEMENT**.

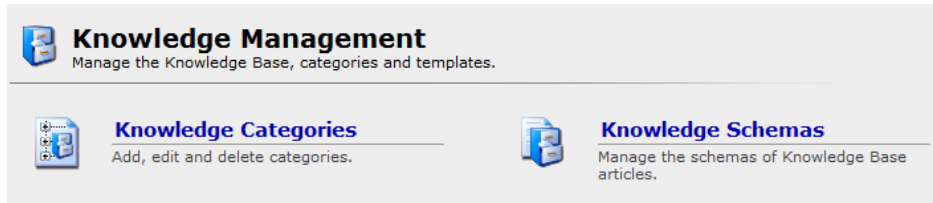


Figure 6.1: The Knowledge Management

6.1 Knowledge Categories

This menu allows for creating new categories and subcategories via the *Insert* button. Furthermore, existing categories can be edited via the *Edit* button (e.g. changing the name and description) and activated and deactivated via the *Activate/deactivate* button.

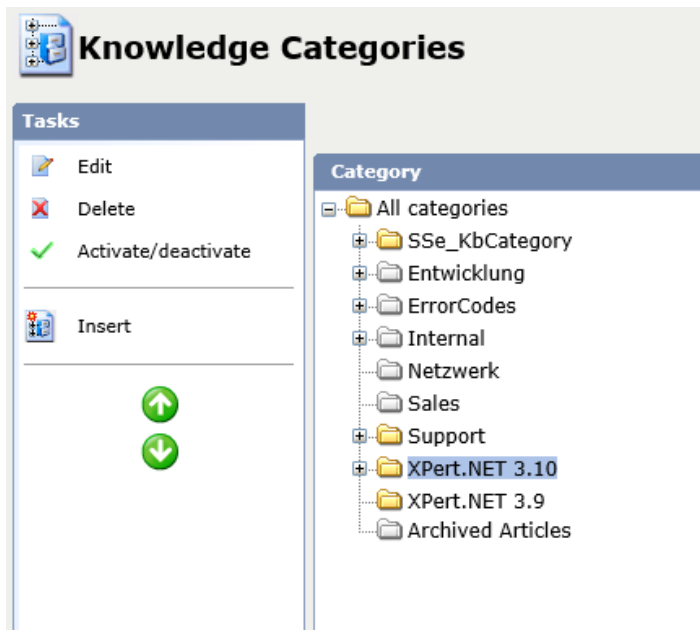


Figure 6.2: Managing the knowledge categories

The green arrows in the *Tasks* menu allow for moving categories upwards or downwards in the hierarchy and within a category as well.

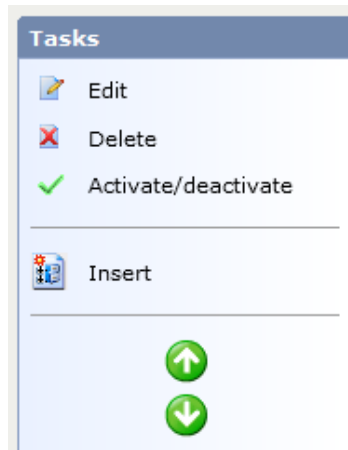


Figure 6.3: The *Tasks* menu

6.1.1 Deactivating a Category

A selected category can be deactivated by clicking on *Activate/Deactivate*.

The following is to be considered for inactive categories:

- An inactive category will be displayed to all users with the permission to manage the knowledge base. Whenever such a category is selected in the knowledge base in order to view the articles within, only the articles contained in the inactive and at least one active category will be displayed.
- Under the node *Deactivated Articles*, all articles contained in the inactive category will be listed.
- A category can only be deleted if it does not contain any articles, which means that all articles have to be deleted or moved into other categories in order delete the category afterwards.

6.2 Knowledge Schemas

Under *Knowledge Schemas*, new schemas can be created or existing ones edited as well as deleted.

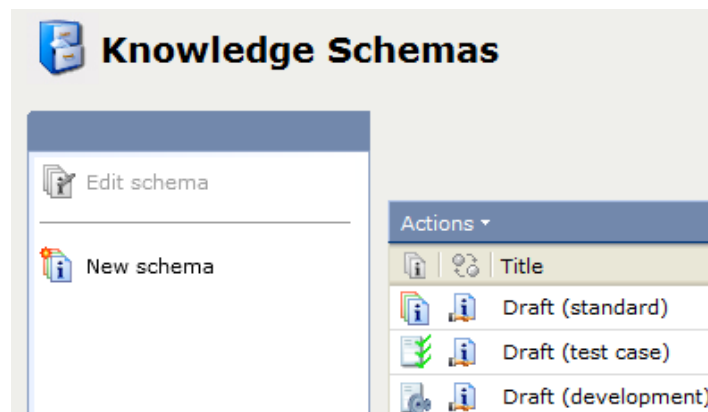


Figure 6.4: Managing the knowledge schemas

When a schema is opened or a new one is created, the following configuration options are available on the *Common* tab:

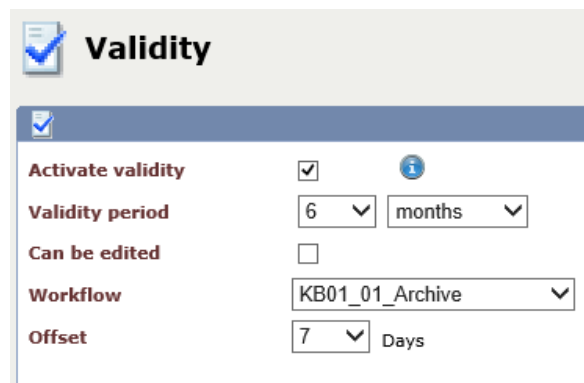
Title and Description: The name and description of the schema are to be entered here. Both have to be specified in all of the languages activated on the system.

Icon: A distinct icon can be chosen for the selected schema in order to identify articles that have been created with this schema more easily.

Status: Defines the initial status all of the articles created with this schema. If the status *Deactivated* is selected, no articles can be created with this schema.

6.2.1 Validity

The *Validity* tab allows for defining whether articles that have been created with this schema should only be valid for a certain time period. After this period expires, the article will automatically be set to the status *Archived*.



The screenshot shows a configuration window titled "Validity" with a blue header and a checkmark icon. Below the header, there are several settings:

- Activate validity:** A checked checkbox with an information icon to its right.
- Validity period:** A dropdown menu set to "6" and another dropdown menu set to "months".
- Can be edited:** An unchecked checkbox.
- Workflow:** A dropdown menu set to "KB01_01_Archive".
- Offset:** A dropdown menu set to "7" followed by the text "Days".

Figure 6.5: Editing the validity

Activate validity: This option allows for determining whether articles of the selected schema will be subject to a specified validity period. At the end of this period, a workflow can be initiated, which executes a certain predefined action, for example.

Validity period: Defines the validity period of this schema's articles.

Can be edited: If this option has been activated, the validity of an article can be edited even after its creation. The start and end date can be reset.

Workflow: Defines the workflow to be initiated at the end of the validity period.

6.2.2 Article Actions in a Schema

Article actions can be defined individually for every knowledge schema depending on the user group and article status.

Status

On the *Status* tab, the article status, for which an action is to be visible and usable for defined users, can be defined for every article action individually. By holding the [Ctrl] key, multiple statuses can be selected simultaneously. The action will then be displayed

on the *Actions* tab or the respective tabs in articles based on this schema and having the respective status.

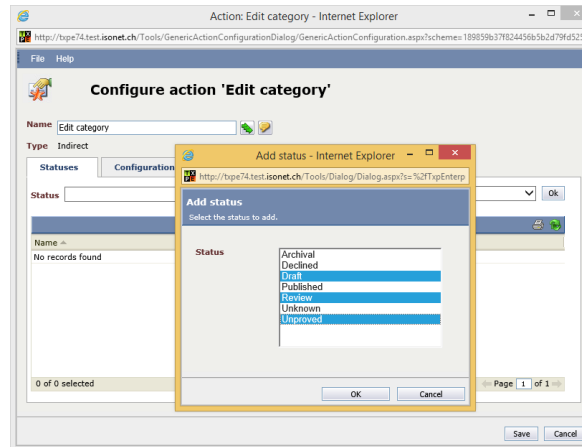


Figure 6.6: Adding statuses

Select the desired status(es), for which the action is to be available, under *Status*. Then, add the users or groups with the permission to execute the action during the status via the button *Add user*.

If the action is to be available in other statuses for the same users as well, specify the new status and select the previous status under *Take over from* next to it. Then, click on *OK* in order to apply the user settings to the new status. Otherwise, add further users via the *Add user* button.

The following users and groups can be selected:

Knowledge owner: The user marked as the knowledge owner of an article can execute the action. The knowledge owner is equivalent to the owner.

Owner group: The entire group of the knowledge owner (usually his main group) can access the action.

Creator of article: Only the user who created the article has access to the action.

Editor: The user who edited the article last can execute the action.

Reviser: The user releasing the article after a revision can execute the action.

Select user: Via the button *Select user or group*, a user or group to be able to execute the action can be selected in a user browser.

Whenever a user is to be added to all previously configured statuses, the option *Apply to all statuses* can be used. This option, however, only affects statuses that have already been configured. If another status is edited afterwards, the user or group will not be added automatically there.

Configuration

Under *Configuration*, various configuration options may be found, depending on the actions. They will be explained in the following sections.

Expression Clause

An additional expression can be specified here. In addition to article statuses and added users, the expression is the third option to display an action only to certain users and under certain circumstances.

The specified expression must only return *True* or *False* (boolean). If an expression returns *True*, the action will be displayed to the configured user(s) as soon as the article reaches a certain status.

Edit Category

This action allows for assigning new categories to an article subsequently.

Configuration

The only specification the configuration requires is whether a new KB workflow is to be initiated after the execution of the action.

Executing the Action

If a user has the right to change an article's category, the category can be changed on the *Overview* tab in the article. A clickable magnifying glass symbol can be found there. It allows for selecting all of the categories a user has the permission *View* on. Simultaneously, it is possible to display the article in subcategories. For this purpose, the checkbox *Visible in subcategories* can be activated.

Change Visibility

This action allows for changing the visibility of an article (internal or public).

Configuration

The only specification the configuration requires is whether a new KB workflow is to be initiated after the execution of the action.

Executing the Action

On the *Overview* tab, the option *Internal* can be changed by the selected users.

Change Knowledge Owner

Via this action, the knowledge owner of an article can be changed subsequently. Furthermore, the original KB creator of an article can be changed with this action.

Configuration

The only specification the configuration requires is whether a new KB workflow is to be initiated after the execution of the action.

Executing the Action

On the *Overview* tab of an article, the user specified as the knowledge owner and creator of the article can be edited subsequently. For this purpose, a magnifying glass icon is displayed next to the respective fields. It opens a user browser. However, only groups and contained users, to whom the executing user has the authorization *Group is visible* (see *User Management* documentation), will be displayed here.

Edit Validity

This action allows for editing an article's validity subsequently.

Configuration

The only specification the configuration requires is whether a new KB workflow is to be initiated after the execution of the action.

This action, however, is only usable if the checkbox *Can be edited* has been activated in the validity settings in the schema configuration and if a general validity period has been defined.

Executing the Action

On the *Overview* tab, the validity of an article can be edited using from and to values via a drop down list for selecting dates.

Create Comment/Rating

Via this action, comments can be added to an article and it can be rated as well.

Configuration

The only specification the configuration requires is whether a new KB workflow is to be initiated after the execution of the action.

Executing the Action

On the *Rating* tab, comments can be created and the article can be rated in the lower section.

Edit Article

This action allows for editing an article subsequently. Furthermore, this article action has to be configured for a schema with the status *Draft*. Otherwise, no articles based on this schema can be created.

Configuration

The only specification the configuration requires is whether a new KB workflow is to be initiated after the execution of the action.

Executing the Action

This action has a double effect:

First, the content can be edited subsequently within an article (title, key words, description, and content).

If the action is also configured for the status *Draft* for a particular user or group and if they have the permission to create articles, they will have the option to create articles with this schema and the *New article* button will be displayed above the KB article list.

Edit Text Module

This action allows for creating and editing text modules for KB articles.

Configuration

The only specification the configuration requires is whether a new KB workflow is to be initiated after the execution of the action.

Executing the Action

On the *Text module* tab in a KB article, text modules for each language activated on the system can be entered and edited.

Remove Attachment

Via this action, attachments can be removed from an article.

Configuration

The only specification the configuration requires is whether a new KB workflow is to be initiated after the execution of the action.

Executing the Action

The *Files* tab provides the button for removing files in the *Actions* menu.

Add Attachment

This action allows for adding attachments to an existing KB article.

Configuration

The only specification the configuration requires is whether a new KB workflow is to be initiated after the execution of the action.

Executing the Action

The *Files* tab provides the button for uploading files.

6.2.3 Review

On the *Review* tab, the settings for an automatic resubmission of articles can be made. After the configured time period, the article will be removed from the status *Published* and submitted to a predefined group of users for a review.

Activate resubmission: Defines whether the resubmission is to be activated.

Resubmission in: Specifies the time period after which the article is to be resubmitted automatically.

Starting with status: Defines a status that will start the resubmission. If this status has not yet been reached in an article, it will not be submitted for a review. For example, it does not make any sense to mark an article with the status *Draft* for an automatic review as it has not been finished yet.

Workflow: If a workflow is to be initiated at the same time as the resubmission, it can be selected here.

6.2.4 Status Transition

The fourth tab, *Status transition*, allows for a definition of individual transitions from status to status. The overview lists all the already defined status transitions. For adding a new status transition, the button *Add status transition* is available.

A dialog will open, in which the following four options can be specified:

Old status: Enter the desired initial status.

Warning

It is advisable to use the status *No status*, if a workflow is to be initiated for a KB article immediately after its creation. This status only allows a transition to the status *Draft*. The workflow selected here will be the initial workflow of the article.

New status: Specifies the desired target status.

Workflow: If a workflow is to be initiated by the status change, it can be entered here.

Type: Defines whether articles, revisions, or both can perform this status transition.


7 Statistics and Change Management

7.1 Statistics

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7.2 Change Control

Version	Date	Executed by	Comments
3.0	07.01.2011	Maik Wisatzke/- Marco Mehl	Complete revision/advices for inactive categories added
3.1	09.09.2011	Marco Mehl/Maik Wiszatzke	Remark on the display of tickets on the Tickets tab; general revision; revised search
3.2	08.08.2012	Maik Wisatzke/St- effi Kurnot	Startworkflow added, linguistic revision
3.8-1	24.01.2013	Maik Wisatzke	Changes for version 3.8.x
3.8-2	26.04.2013	Maik Wisatzke	Sub-headlines for knowledge schemas added
3.8-3	23.01.2014	Maik Wisatzke	New design adapted, new figures
3.9-1	28.03.2014	Maik Wiszatzke/Anna Hajduk	Changes for version 3.9.x, new screenshots
2015-1	12.06.2015	Alexander Schmidt	Updates for 2015



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