



TimeTrak White Paper

Knowledge Base Features in TimeTrak

Knowledge Base features in TimeTrak

One of the hardest things to do today is to consolidate an organisation's knowledge and make it available in a way that assists all team members. TimeTrak Knowledge Base is available in TimeTrak Professional and TimeTrak Mobile, meaning that users can access information while out in the field.

There are almost unlimited uses for a Knowledge Base.

A Knowledge Base can be a question and answer forum, allowing team members to share their experiences and solutions with one another. A Knowledge Base can be a repository of organised documentation, contain Sales and Marketing information, tools for those in Field and Customer Service and store HR information.

When used properly a Knowledge Base can be an excellent tool for cataloging information, enabling and increasing collaboration, managing data, and assisting in self-learning.

The purpose of this whitepaper is to demonstrate how to enable and set up a Knowledge Base in TimeTrak, how to use it in TimeTrak Professional and TimeTrak Mobile, and give real world examples of the benefits.

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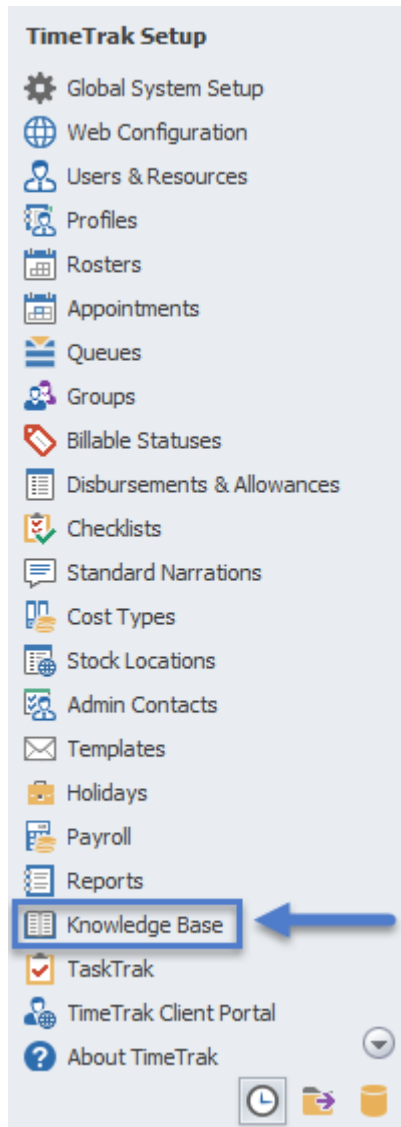
Setting up a Knowledge Base

To be prepared to set up a Knowledge Base, it is a good idea to have noted down what kind of information the Knowledge Base is going to contain and how that information is ordered.

	A	B	C	D	E
1	HR Knowledge Base				
2	Category One	Sub Category			
3	Administration				
4	Applicant Screening				
5		Position Requirements			
6					
7	Base Rates				
8	Coaching Methods and Tools				
9		Self learning tools			
10	Company Policies				
11	Compliance				
12		Work Place Standards			
13		Health and Safety			
14	Employment Law	Contracts			
15		Resigning			
16	Job Postings				
17	Orientation	New Staff Person			
18		Existing Staff Person			
19					
20					
21					

Once you have a structure in place, log in to the TimeTrak Admin Console.

Go to the Knowledge Base menu.



Click on **Add** to create a new Knowledge Base.

Give the Knowledge Base a meaningful name. This name is what the Link will show in TimeTrak Professional and TimeTrak Mobile to access the information.

The screenshot shows a dialog box titled "Group" with two tabs: "Knowledge Base Group" and "Group Permissions". The "Name" field contains "HR Knowledge Base". The "Allowed Types" dropdown menu is set to "Article". Below this, the "Categories" section is empty. At the bottom of the dialog, there are three small icons (add, edit, delete) and "Ok" and "Cancel" buttons.

Set the **Allow Types**.

A Knowledge Base can have Articles and Questions.

This screenshot shows the same dialog box as above, but with the "Categories" list expanded. The list includes a "(Select All)" option, "Article" (which is checked), and "Question" (which is unchecked). "OK" and "Cancel" buttons are visible at the bottom of the expanded list.

- An **Article** is designed to contain a specific piece of information. Comments are allowed but often this will be disabled as the information is set and not up for discussion.
- A **Question** is designed to have answers and team members can vote on the answers until one answer is selected as the solution.

Now set up the **Categories** and their **Sub Categories**.

These are the groups for the information that is either an Article and/or Question. Click on the Plus Icon to create a Category.

Knowledge Base Group Group Permissions

Name:

Allowed Types:

Categories:

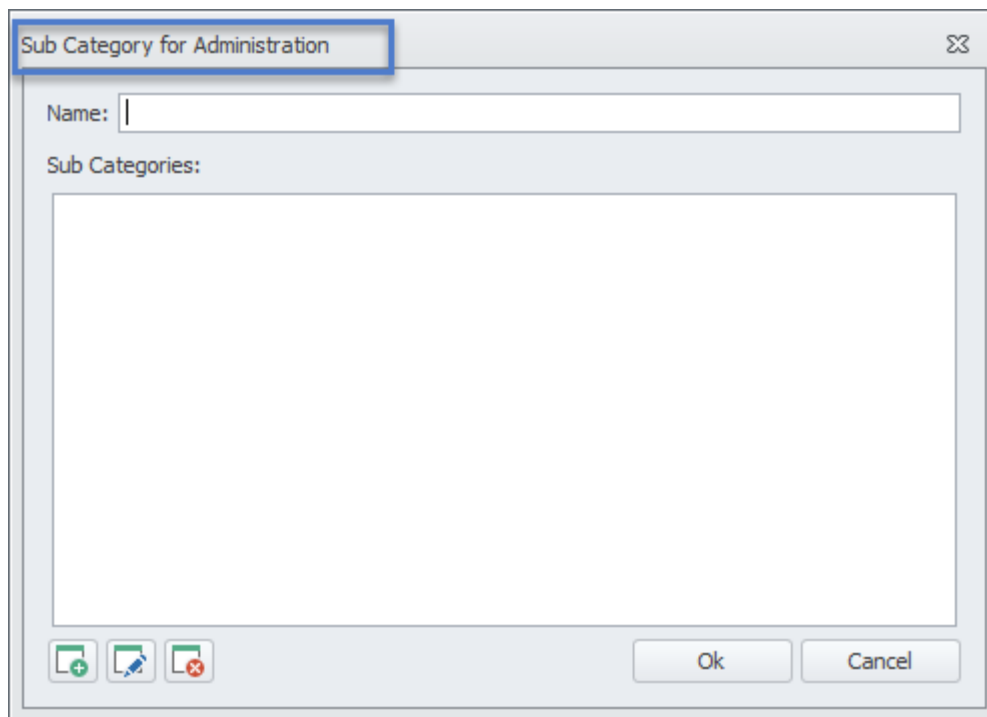
A new pop up will show with the Title of Category. Enter in the Name of the first Category.

Category

Name:

Sub Categories:

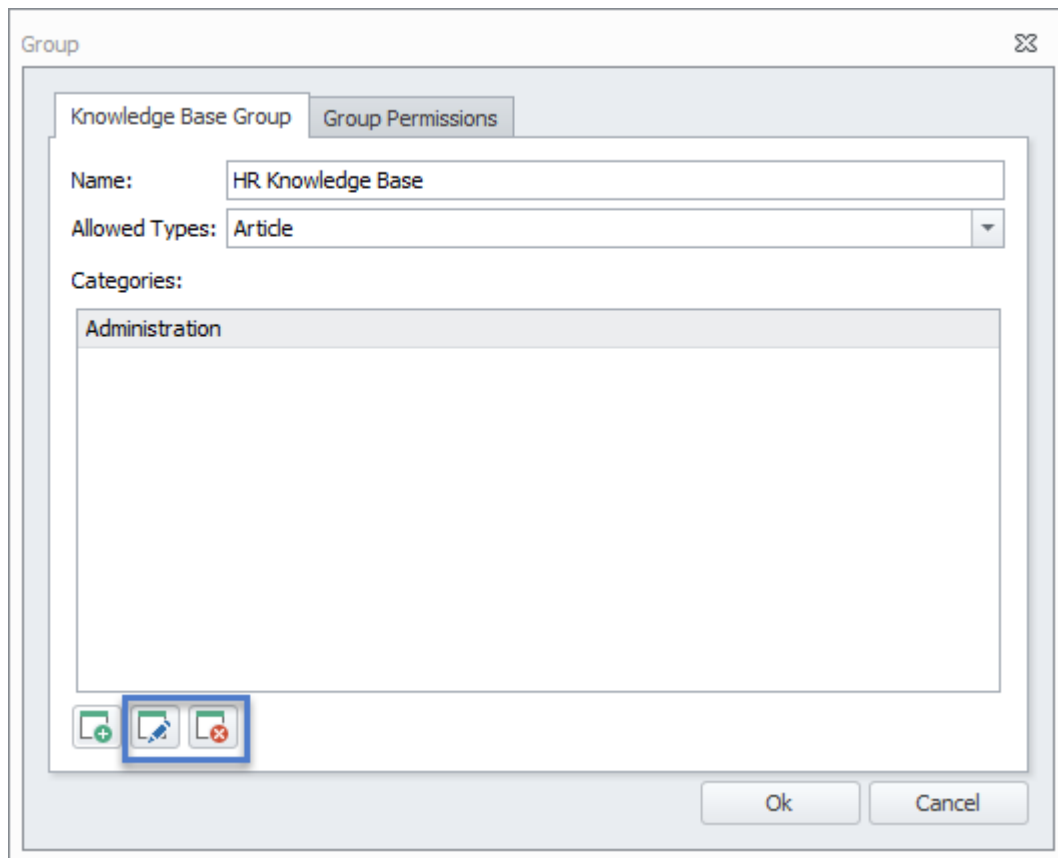
*Tip: This screen looks very similar to the Knowledge Base set up screen and to the Sub Category Screen so it is **important** to read the Title of the screen to make sure you are in the correct place.*



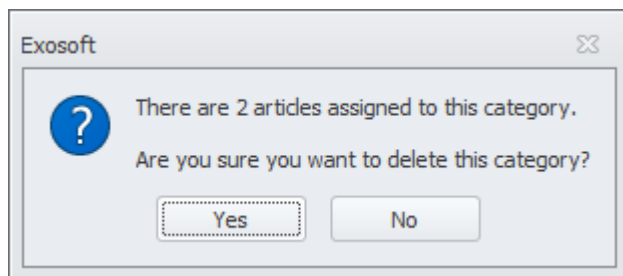
The image shows a dialog box titled "Sub Category for Administration". At the top left, the title bar contains the text "Sub Category for Administration" and a close button (X) on the right. Below the title bar is a text input field labeled "Name:" with a vertical cursor. Underneath the input field is a label "Sub Categories:" followed by a large, empty rectangular area. At the bottom left of the dialog box, there are three small icons: a green plus sign, a blue pencil, and a red X. At the bottom right, there are two buttons labeled "Ok" and "Cancel".

Click OK to save the Category.

A Category can be edited and deleted from the main Knowledge Base Screen.

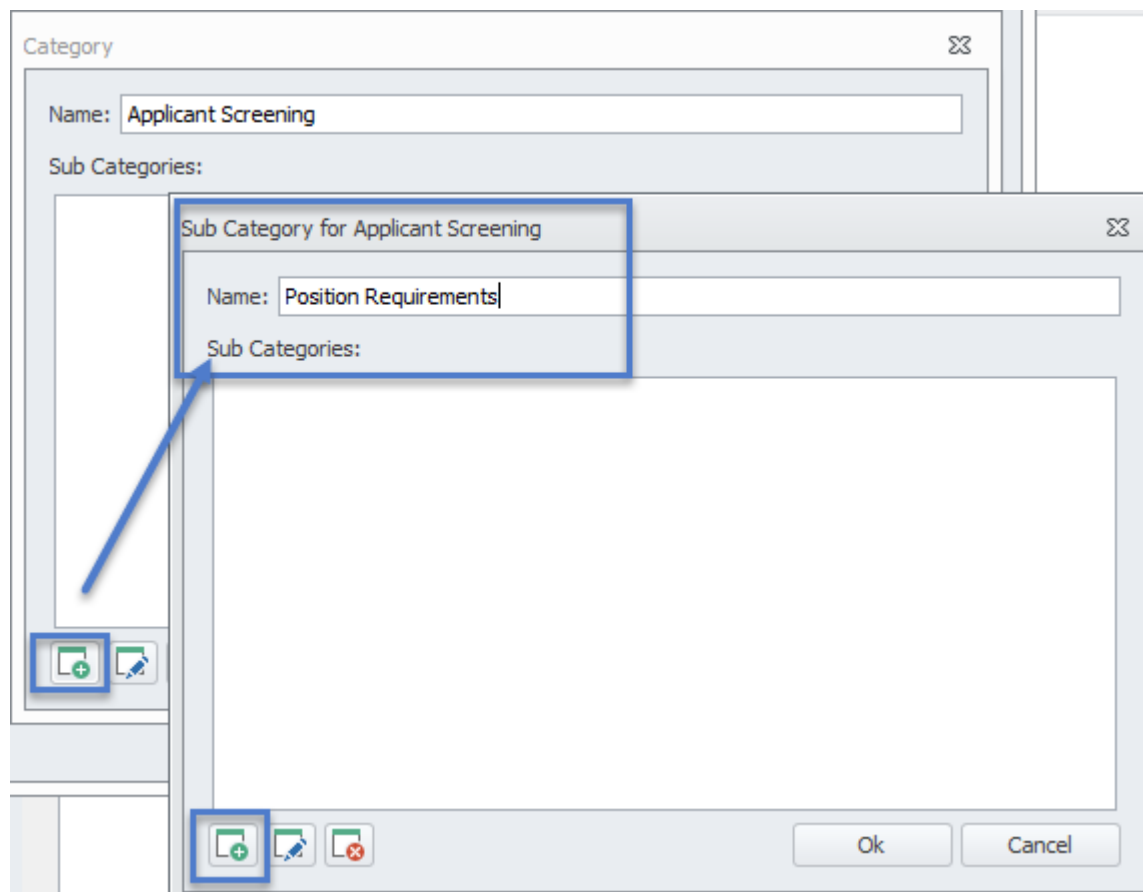


Important: If a Knowledge Base or its Categories are deleted then all references to Articles and Questions will be removed from the database and lost. Users will be warned.



A Category can have a Sub Category and that Sub Category can have a Sub Sub Category and so on. Best practice is to have three levels of Categories; this keeps the Knowledge Base screens easy to use in TimeTrak Professional and Mobile.

To add the Sub Categories keep clicking on the Plus Icon in each layer of Category.

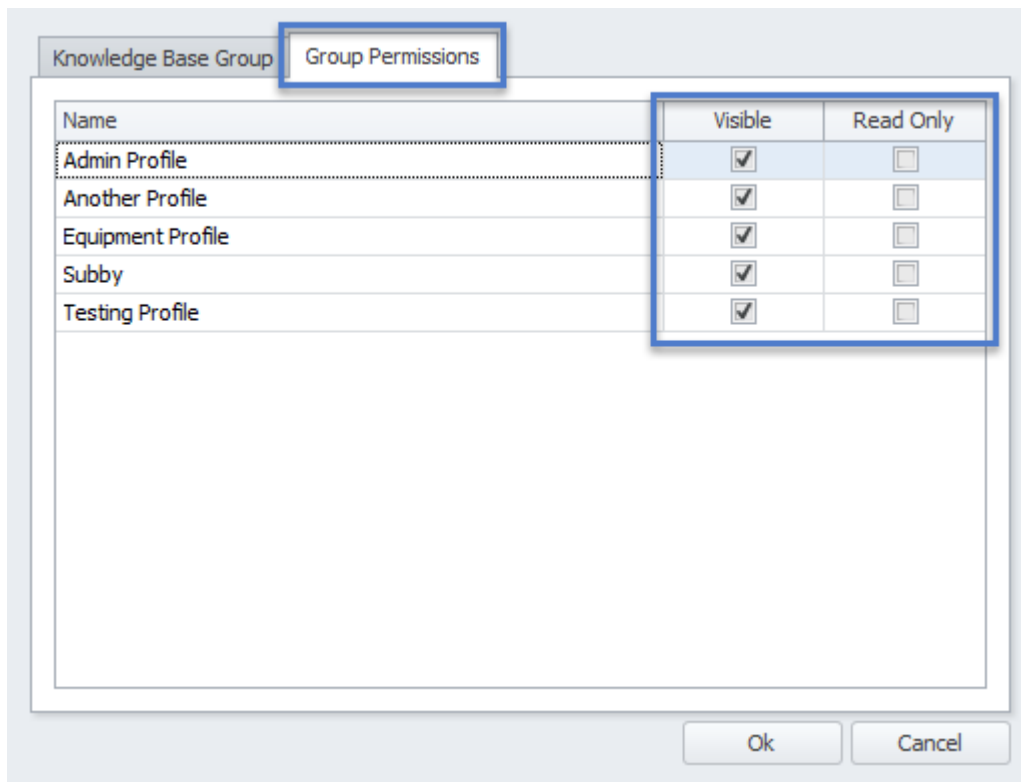


Knowledge Base Permissions

Permissions for a Knowledge Base are set initially against the **Groups**.

Click on Group Permissions on the Knowledge Base set up screen and update the permissions.

Visibility allows the group's users to see the Knowledge Base and **Read Only** prevents users from adding any articles, questions or comments of their own.



Once the Knowledge Base itself has permissions set up then further permissions can be set at the Profile level. This can result in a single user with their own visibility and access to a Knowledge Base that is different from others.

Go into the Profiles Menu

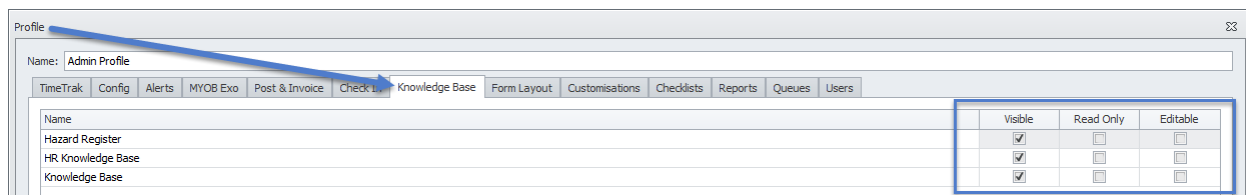
Open a Profile

Click on the Knowledge Base Tab to set the permissions

Visibility - allows the group's users to see the Knowledge Base

Read Only - prevents users from adding any articles, questions or comments of their own.

Editable – allows those users allocated to the profile to edit another users article within that Knowledge Base.



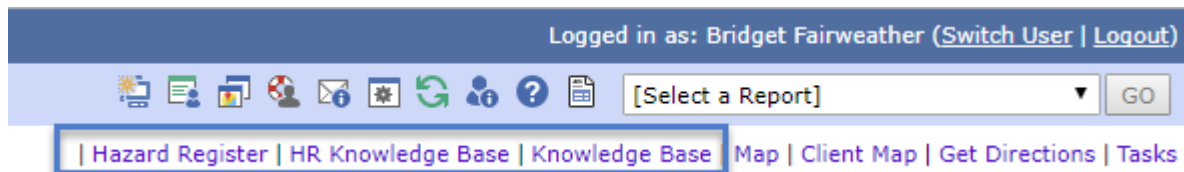
The Knowledge Base is now set up and ready for use.

TimeTrak Professional Knowledge Base

Articles and Questions are created in TimeTrak Professional within a Knowledge Base.

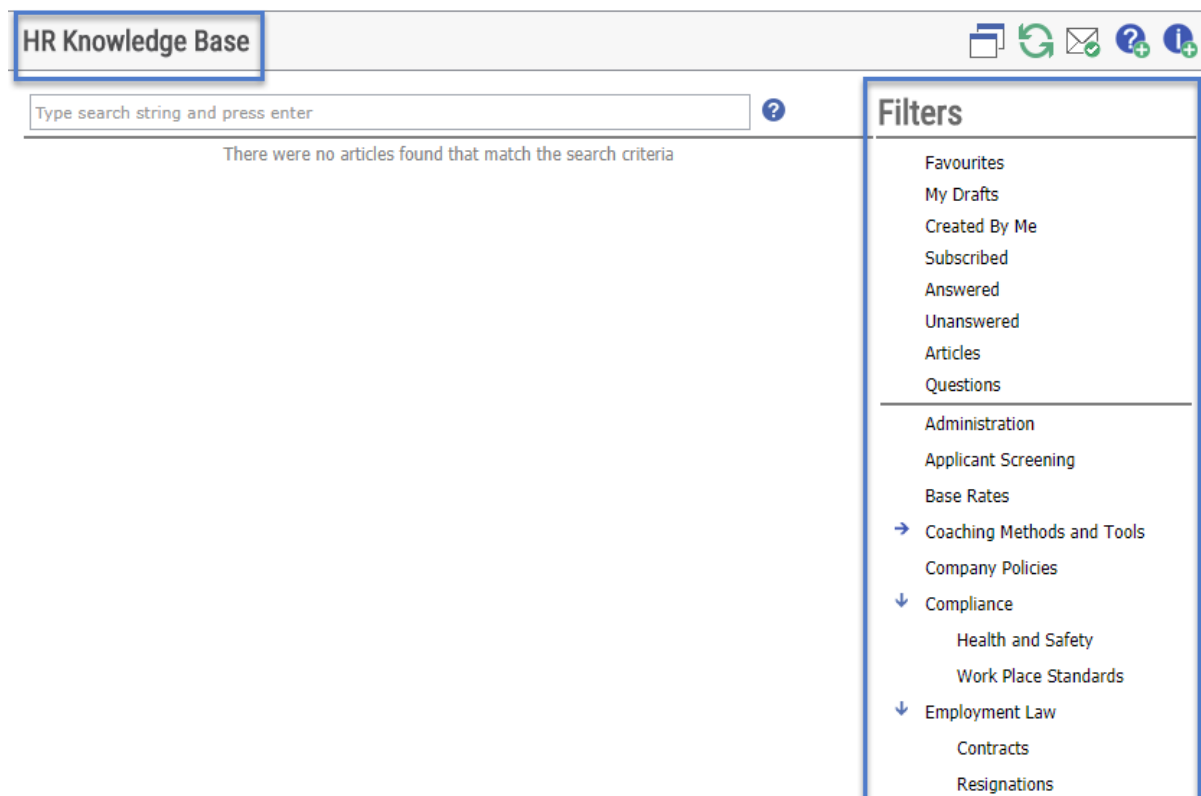
Log into TimeTrak Professional.

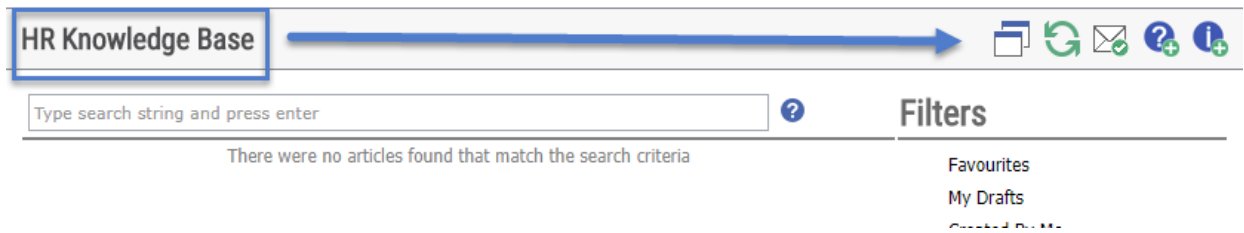
Just underneath the report selection option, a list of existing Knowledge Bases will show.




Click on a Knowledge Base link to open the Knowledge Base panel.

Filters and the Categories will show in a panel on the right side of the Knowledge Base.






Icons:

 Allows the Knowledge Base to be opened in a new window.

 Refresh

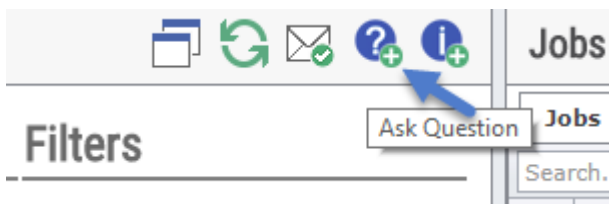
 Subscriptions

 Ask a Question

 Create an Article

Ask a Question

Click on the Ask Question Icon



The New Question screen will pop up.

The Details tab is the landing page.

In this screen, the Question will need a meaningful Question Title.

The screenshot shows the 'New Question' form with the following elements:

- Header: New Question
- Tabs: Details, Attachments (0), Related Items (0)
- Question: Enter subject... (highlighted with a blue box)
- Categories: Select categories...
- Description: Rich text editor with a toolbar (Normal, Arial, Font Size, Bold, Italic, Underline, etc.)
- Checkboxes: Allow Comments, Save as Draft, Add this article to my favourites list
- Buttons: Save, Cancel

Select at least one Category to assign the Question to.

To do this, click on the Categories Field and a drop down list will appear.

Repeat this to add more than one Category.

The screenshot shows the 'New Question' form with the following elements:

- Header: New Question
- Tabs: Details, Attachments (0), Related Items (0)
- Question: How many days notice to give?
- Categories: Company Policies ✕ Employment Law > Resignations ✕ |
- Dropdown list of categories:
 - Administration
 - Applicant Screening
 - Base Rates
 - Coaching Methods and Tools
 - Coaching Methods and Tools > Self Learning Tools
 - Compliance
 - Compliance > Health and Safety

To assign under a Sub Category, these are displayed as "[Category] > [Sub Category]".

Question:

Categories:

- Administration
- Applicant Screening
- Base Rates
- Coaching Methods and Tools
- Coaching Methods and Tools > Self Learning Tools ←
- Compliance
- Compliance > Health and Safety

Enter in the Description of the Question.

There is some basic formatting tools for the content of the Question.

New Question 83

Details Attachments (0) Related Items (0)

Question:

Categories:

Description:

Allow Comments Save as Draft Add this article to my favourites list

Allow Comments will be ticked on by default, this will allow others to post comments against this Question.

Save as Draft will save the question but it will not be visible to others, it can be edited as needed and then unticked to make it visible to others.

Add this article to my favourites list is also ticked on by default as it makes searching for your own posts much quicker.

Click **Save** to save the Question to the Knowledge Base.

The Question can be found against the Categories that were set against it.

Type search string and press enter

Filters



How many days notice to give?

0 Solutions

Posted by Bridget Fairweather

0 votes

[Company Policies](#) [Resigning](#)



Last updated on Thursday, 07 December 2017 14:15

- Favourites
- My Drafts
- Created By Me
- Subscribed
- Answered
- Unanswered
- Articles
- Questions

- Administration
- Applicant Screening
- Base Rates
- ↓ Coaching Methods and Tools
 - Self Learning Tools
- Company Policies
- ↓ Compliance
 - Health and Safety
 - Work Place Standards
- ↓ Employment Law
 - Contracts
 - Resigning
- Job Postings
- ↓ Orientation
 - Existing Staff Person
 - New Staff Person



The Question icon will change colour from blue which indicates the following:



Solution accepted

0 votes



New Question, no solution

0 votes



An answer is posted but possible answer not accepted

0 votes

Testing question icon colours

Training Manual

Olivia

Tuesday, 11 September 2018 10:32

What to the question icon colours mean

Leave a Comment

1 Answers

Olivia

Tuesday, 11 September 2018 10:36

Click on the "possible answer" tick to turn the question icon green



Leave a Comment

Leave a Comment

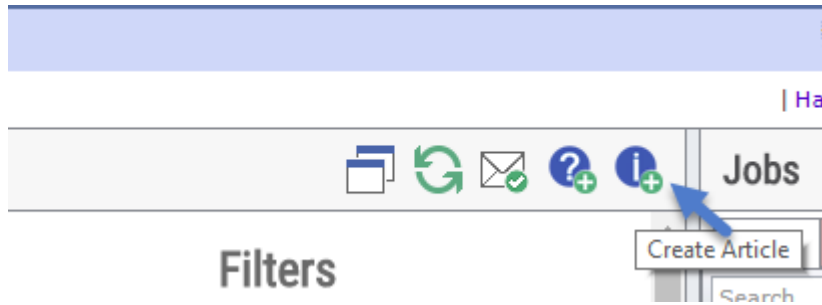
Post Answer

Tuesday, 11 September 2018 10:36



Create an Article

Click on the Create Article icon.



The New Article screen will pop up.

The Details tab is the landing page.

In this screen, the Article will need a meaningful Title.

Select at least one Category to assign the Article to.

To do this click on the Categories Field and a drop down list will appear.

Repeat this to add more than one Category.

New Article

Details Attachments (0) Related Items (0)

Subject:
Enter subject...

Categories:

- Administration
- Applicant Screening
- Base Rates
- Coaching Methods and Tools
- Coaching Methods and Tools > Self Learning Tools
- Company Policies
- Compliance

To assign under a Sub Category, these are displayed as “[Category] > [Sub Category]”, the same principal as “Ask a Question”.

New Article

Details Attachments (0) Related Items (0)

Subject:
Invercargill Fire Emergency Procedure

Categories:
Compliance > Health and Safety ✖



Description:

Normal Arial (Font Size)














Enter in the Description of the Article.

There is some basic formatting tools for the content of the article.

Subject:
Invercargill Fire Emergency Procedure

Categories:
Health and Safety  Compliance 

Description:

Normal Arial (Font Size)             

1. Stay calm.
2. Check for danger.
3. Assess the fire.
4. If you feel confident that you can put the fire out, use the fire extinguisher provided.
5. One person calls emergency services – the caller then moves to a safe, visible point to await and guide the services to the accident site on arrival.
 - Dial 1-1-1 The operator will ask what service you require – ask for FIRE
 - You will then be put through to this service you require. Location –176 Spey Street, [Invercargill](#)
 - Clearly state your name and the nature of the fire (ie what has happened).
 - Telephone number is 03 211 0099
6. Another person activates the evacuation alarm. 7. Follow site evacuation procedures. 8. The branch Health & Safety representative notifies management of the emergency. Management will then advise the necessary agencies including Worksafe NZ.
9. No-one is to return to their work area until management gives the "all clear".

Allow Comments Save as Draft Add this article to my favourites list

Save Cancel

Allow Comments will be ticked on by default, this will allow others to post comments against the article.

Save as Draft will save the article but it will not be visible to others, it can be edited as needed and then unticked to make it visible to others.

Add this article to my favourites list is also ticked on by default as it makes searching for your own posts much quicker.

Click **Save** to save the Article to the Knowledge Base.

The Article can be found against the Categories that were set against it.

HR Knowledge Base

Type search string and press enter

Invercargill Fire Emergency Procedure
0 Comments
Posted by Bridget Fairweather
0 votes

[Compliance](#) [Compliance > Health and Safety](#)

Last updated on Monday, 30 July 2018 16:30

Filters

- Favourites
- My Drafts
- Created By Me
- Subscribed
- Answered
- Unanswered
- Articles
- Questions

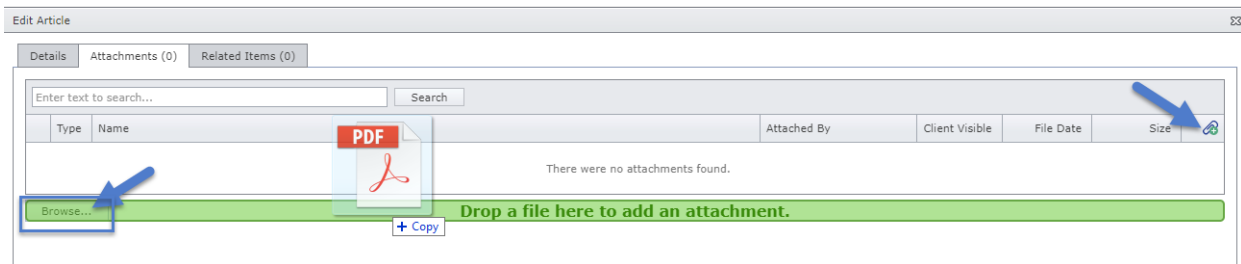
- Administration
- Applicant Screening
- Base Rates
- ↓ Coaching Methods and Tools
 - Self Learning Tools
- Company Policies
- ↓ **Compliance**
 - Health and Safety
 - Work Place Standards

Add An Attachment to an Article or Question

On the attachments tab of an article or question there is the option to browse for the file you wish to attach via the browse button, files can also be dragged here to be attached as per below:

Note: multiple files can be dragged and attached at once.

You can also attach files via the Add Attachment icon.



The default settings against the attachment are specified in your TimeTrak Setup.

Link to MYOB Exo Documents will be ticked on or off by default based on what is set in your global system setup within the Admin Console as shown below:

TimeTrak Settings

General Admin Settings Email Settings Customisation Verification Attachments Support Backup

Attachment Storage: Shared Folder

Shared Folder:

User Name:

Domain:

Password:

Check Credentials

Link Attachments to MYOB Exo Documents

Attachments are visible by default in the TimeTrak Client Portal

i Shared Folder
When using the shared folder storage type all attachments will be stored in the specified folder and managed by TimeTrak. It is recommended that you use a hidden share that end users do not have access to.

Client Portal Visible will be ticked on by default, based on what is set in your global system setup below:

TimeTrak Settings

General Admin Settings Email Settings Customisation Verification Attachments Support Backup

Attachment Storage: Shared Folder

Shared Folder:

User Name:

Domain:

Password:

Check Credentials

Link Attachments to MYOB Exo Documents

Attachments are visible by default in the TimeTrak Client Portal

i Shared Folder
When using the shared folder storage type all attachments will be stored in the specified folder and managed by TimeTrak. It is recommended that you use a hidden share that end users do not have access to.

Category This is the category the attachment will be available against, these categories are again stipulated in the TimeTrak global setup.

TimeTrak Settings ☰

General Admin Settings Email Settings Customisation Verification Attachments Support Backup

Attachment Storage: Shared Folder

Shared Folder:

User Name:

Domain:

Password:

Link Attachments to MYOB Exo Documents

Attachments are visible by default in the TimeTrak Client Portal

i Shared Folder
When using the shared folder storage type all attachments will be stored in the specified folder and managed by TimeTrak. It is recommended that you use a hidden share that end users do not have access to.

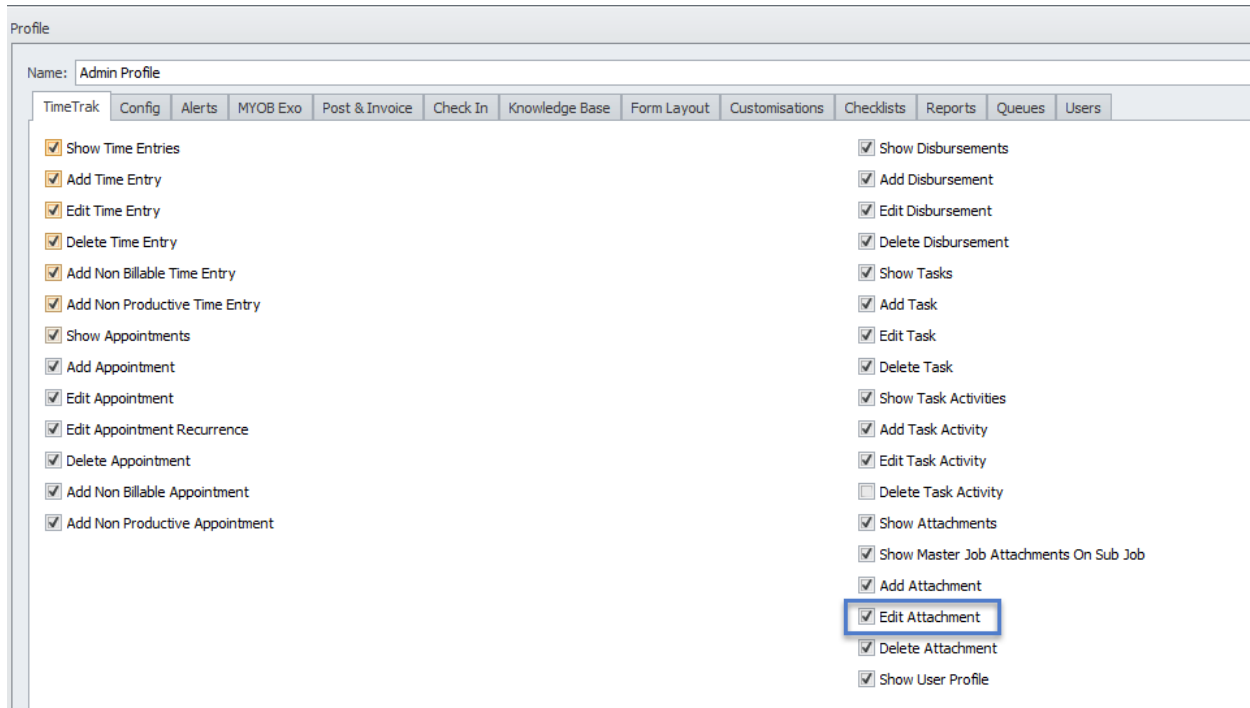
Attachment Categories

Name
Checklists
General
Photos
Software

Edit an Attachment against a Knowledge Base Item

The ability to edit an attachment is based on the user's TimeTrak Profile settings

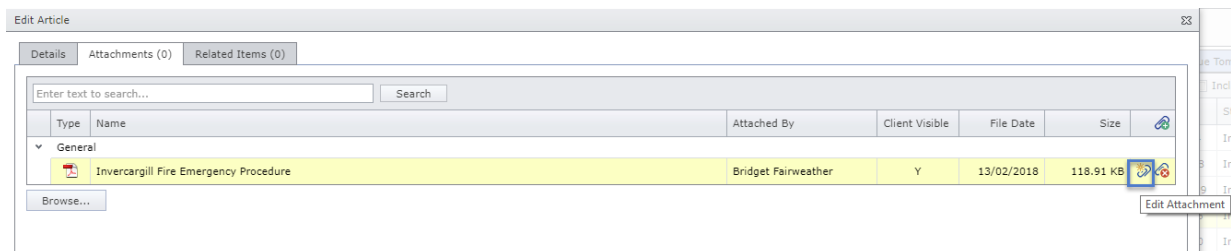
1. Edit Attachment must be enabled as per below:



2. The knowledgebase must be visible against their profile not "read only"

Click Edit against the Article/ Question

Then Click on the Edit Attachment icon against the attachment you wish to edit



This will open the attachment screen where you can edit the details of the attachment and save, or delete the attachment by clicking the icon.

Attachment ΣΣ

Details




Name: Invercargill Fire Emergency Procedure


File: Invercargill Fire Emergency Procedure.pdf

Description: Invercargill Fire Emergency Procedure

Category: General





Link To MYOB Exo Documents Client Portal Visible



Edit a Knowledge Base Article or Question

If permissions allow, users can click the "Edit" icon to edit the article/ question

HR Knowledge Base    

Type search string and press enter

i **Invercargill Fire Emergency Procedure**
 0 Comments
 Posted by Bridget Fairweather
 0 votes Compliance Health and Safety
 Last updated on Tuesday, 13 February 2018 11:49

? **How many days notice to give?**
 0 Solutions
 Posted by Bridget Fairweather
 0 votes Company Policies Resigning
 Last updated on Tuesday, 13 February 2018 11:21

Filters

- Favourites
- My Drafts
- Created By Me
- Subscribed
- Answered
- Unanswered
- Articles
- Questions
- Administration
- Applicant Screening
- Base Rates

Delete a Knowledge Base Article or Question




Click the edit icon against the article/ question




HR Knowledge Base **Fil**

Type search string and press enter

i **Invercargill Fire Emergency Procedure**
 0 Comments
 Posted by Bridget Fairweather
 0 votes Compliance Health and Safety
 Last updated on Tuesday, 13 February 2018 11:49

? **How many days notice to give?**
 0 Solutions
 Posted by Bridget Fairweather
 0 votes Company Policies Resigning
 Last updated on Tuesday, 13 February 2018 11:21

The Edit article/ question screen will appear.

Click the delete icon in the bottom left hand corner.

Edit Question

Details Attachments (0) Related Items (0)


Question:
How many days notice to give?

Categories:
Company Policies Resigning

Description:

I have a situation where a staff member is wanting to give notice but they do not have a from date as yet for leaving. What is the best way to deal with this. Should I force them to set a date or can we negotiate this on a week by week basis?

Allow Comments Save as Draft

 Save Cancel

Relate an Article or Question

An article or question can be related against an **Article, Client, Contact, Job, Task, Serviceable Unit** or **Stock Item**

When you relate an Article or question to any of these options the article can then be accessed via these.

E.g. Stock – In Mobile (only) you can search stock and it will have a link to the article.


Relating an article or question can be done against the related items tab, click the “Relate” icon and select which option you would like to relate your article/ question to

Edit Article

Details Attachments (1) Related Items (0)

Description

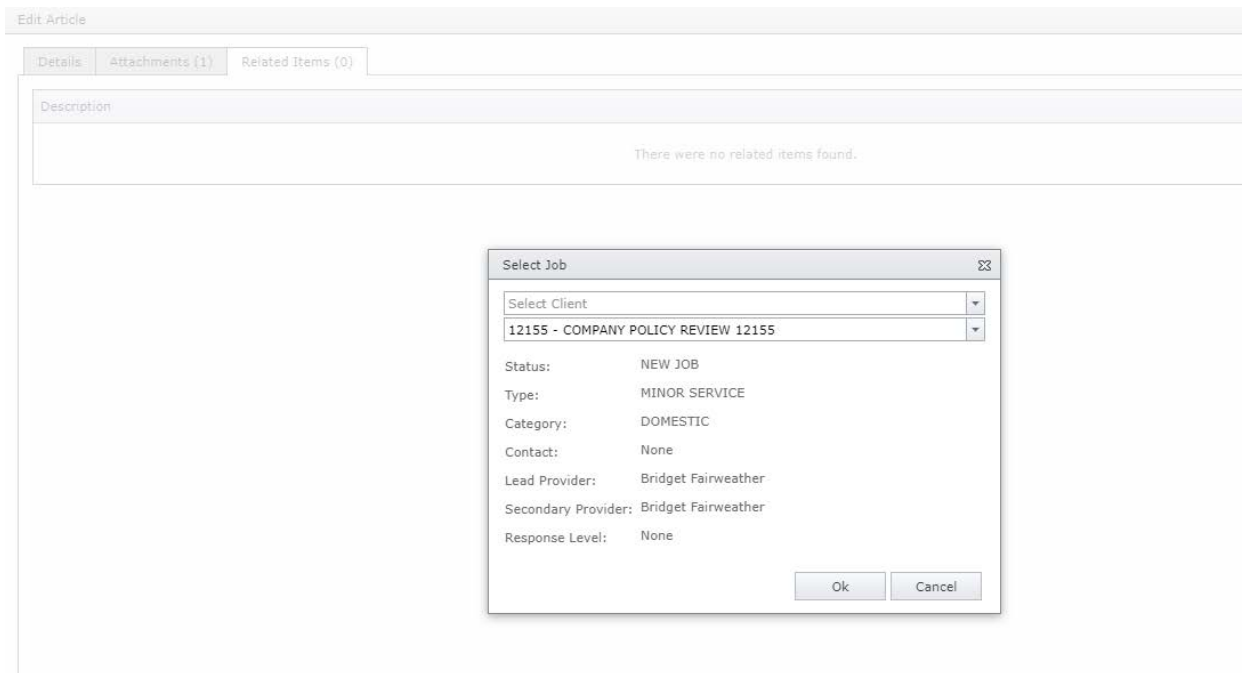
There were no related items found.

Type 

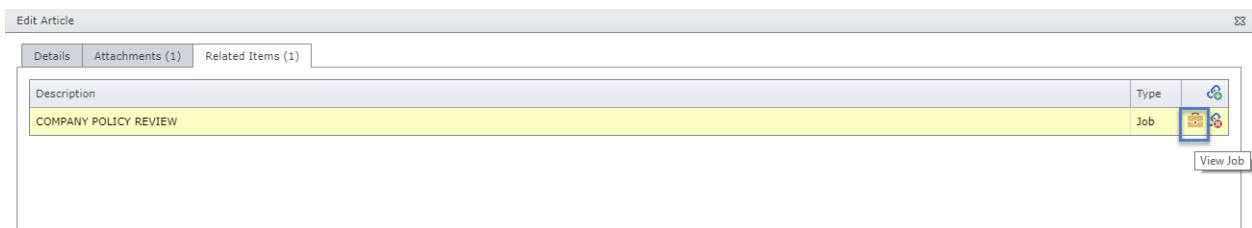
- Article
- Client
- Contact
- Job
- Task
- Serviceable Unit
- Stock Item

In this case the article is getting assigned to a job.

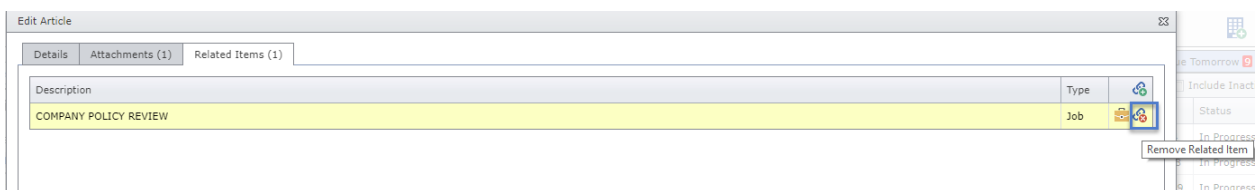
You can search/ select by client to limit the jobs or enter the job number directly.



Now from the related items tab users can click the job icon to view the job the article/ question is related to.



To remove the relation click the "Remove Related Item" Icon.



From the Knowledge Base home screen the job icon is visible to show users the article/ question is related to a job.

Hovering over the icon displays the job name.

Against the job, users can see there is an article related to the job via the articles tab.

Selecting the item will open it on screen for users to view.

Users can also remove the relationship between the article/ question from this here or add an additional relationship to another article/ question.

Share an Article or Question Link

Users may want to share an article they have created or think will be useful with a co-worker.

This can be done by clicking on the “Share” icon against the article or question, this will pop an Article Link box which users can then copy and send to a co-worker.

As long as they have a login to TimeTrak which has access to the Knowledge Base they will be able to go to the link.

Article Link:
<http://localhost/dev/timetrak?articleid=3011>

Compliance Health and Safety

0 Bridget Fairweather Tuesday, 13 February 2018 11:49

1. Stay calm.
 2. Check for danger.
 3. Assess the fire.
 4. If you feel confident that you can put the fire out, use the fire extinguisher provided.
 5. One person calls emergency services – the caller then moves to a safe, visible point to await and guide the services to the accident site on arrival.

Dial 1-1-1 The operator will ask what service you require – ask for FIRE
 You will then be put through to this service you require. Location –176 Spey Street, Invercargill
 Clearly state your name and the nature of the fire (ie what has happened).
 Telephone number is 03 211 0099

6. Another person activates the evacuation alarm. 7. Follow site evacuation procedures. 8. The branch Health & Safety representative notifies management of the emergency. Management will then advise the necessary agencies including Worksafe NZ.
 9. No-one is to return to their work area until management gives the "all clear".

[Invercargill Fire Emergency Procedure.pdf \(118.91 KB\)](#)

Leave a Comment

Related Items
 Job: COMPANY POLICY REVIEW

Subscriptions

TimeTrak users can subscribe against a Knowledge Base to receive TimeTrak notifications and/or email notifications when new questions and/or articles are posted against the Knowledge Bases categories.

This can be done against the Knowledge Base by clicking the Subscriptions icon as below:

HR Knowledge Base

Type search string and press enter

Invercargill Fire Emergency Procedure
 0 Comments
 Posted by Bridget Fairweather
 votes [Compliance](#) [Health and Safety](#) Last updated on Tuesday, 13 February 2018 13:36

How many days notice to give?
 0 Solutions
 Posted by Bridget Fairweather
 votes [Company Policies](#) [Resigning](#) Last updated on Tuesday, 13 February 2018 13:35

Filters

- Favourites
- My Drafts
- Created By Me
- Subscribed
- Answered
- Unanswered
- Articles
- Questions
- Administration
- Applicant Screening

This will open the Subscriptions screen where users can specify which categories they would like to get notifications against as well as what type of notification they would like to receive.

Subscriptions Σ

Enter text to search...

Category	Articles	Questions
Administration	None	None
Applicant Screening	None	None
Base Rates	Email	None
Coaching Methods and Tools	None	None
Coaching Methods and Tools > Self Learning Tools	None	None
Company Policies	None	None
Compliance	None	None
Compliance > Health and Safety	None	None
Compliance > Work Place Standards	None	None
Employment Law	None	None
Employment Law > Contracts	None	None
Employment Law > Resignations	None	None

Automatically subscribe to new categories: None None

Right click the grid to view additional options

Save Cancel

All categories can be updated at once instead of individually by right clicking on the grid.

Subscriptions Σ

Enter text to search...





Category	Articles	Questions
Administration	None	None
Applicant Screening	None	None
Base Rates	None	None
Coaching Methods and Tools	None	None
Coaching Methods	Articles	None
Company Policies	Questions	Email
Compliance	None	None
Compliance > Health and Safety	None	None
Compliance > Work Place Standards	None	None

There is also the option to automatically subscribe to any new categories added to a Knowledge Base.

Automatically subscribe to new categories: None None

Right click the grid to view additional options

Filters and the Categories will show in a panel on the right-hand side of the Knowledge Base

HR Knowledge Base    

Type search string and press enter

There were no articles found that match the search criteria

Filters

- Favourites
- My Drafts
- Created By Me
- Subscribed
- Answered
- Unanswered
- Articles
- Questions

- Administration
 - Applicant Screening
 - Base Rates
- ↓ Coaching Methods and Tools
 - Self Learning Tools
- Company Policies
- ↓ Compliance
 - Health and Safety
 - Work Place Standards
- ↓ Employment Law
 - Contracts
 - Resigning
- Job Postings
- ↓ Orientation
 - Existing Staff Person
 - New Staff Person

Applying a Filter

Click on Category or Sub Category to apply a filter. This will display all articles or questions that have that Category or Sub Category assigned against them.

The screenshot shows the 'Knowledge Base' interface. At the top, there is a search bar with the placeholder text 'Type search string and press enter'. Below the search bar, a question card titled 'Question One' is displayed. The card includes a question mark icon, '1 Solutions', 'Posted by Bridget Fairweather', '0 votes', and 'Last updated on Tuesday, 26 January 2016 13:14'. Below the question card, there are two filter buttons: 'Section One' and 'Section Two'. A blue arrow points from the 'Section Two' filter in the question card to the 'Section Two' filter in the 'Filters' sidebar on the right. The 'Filters' sidebar lists various filter categories: 'Favourites', 'My Drafts', 'Created By Me', 'Subscribed', 'Answered', 'Unanswered', 'Articles', and 'Questions'. Under the 'Questions' category, there are sub-sections: 'Section One', 'Section Three', 'Section Two' (highlighted in blue with a blue arrow pointing to it), 'Sub Section One', 'Sub section three', and 'Sub Section two'.

A filter is shown as applied when highlighted in blue and will remain highlighted when the mouse is navigated away from hovering over the selected filter. Only one filter can be applied at any one time. To remove the filter click on the "X".

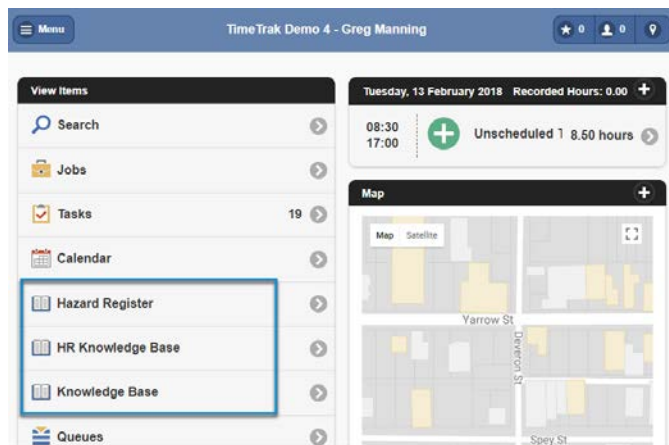
This is a close-up screenshot of the 'Filters' sidebar. At the top, there are four icons: a folder, a refresh arrow, an envelope, and a question mark with a plus sign. Below the icons, the word 'Filters' is written in a bold font. Underneath, there is a list of filter categories: 'Favourites', 'My Drafts', 'Created By Me', 'Subscribed', 'Answered', 'Unanswered', 'Articles', and 'Questions'. A horizontal line separates the main categories from the sub-sections. The sub-sections listed are: 'Section One', 'Section Three', 'Section Two' (highlighted in blue with a blue arrow pointing to it), 'Sub Section One', 'Sub section three', and 'Sub Section two'.

TimeTrak Mobile Knowledge Base

Articles and Questions created in TimeTrak Professional are also available in the field within TimeTrak Mobile.

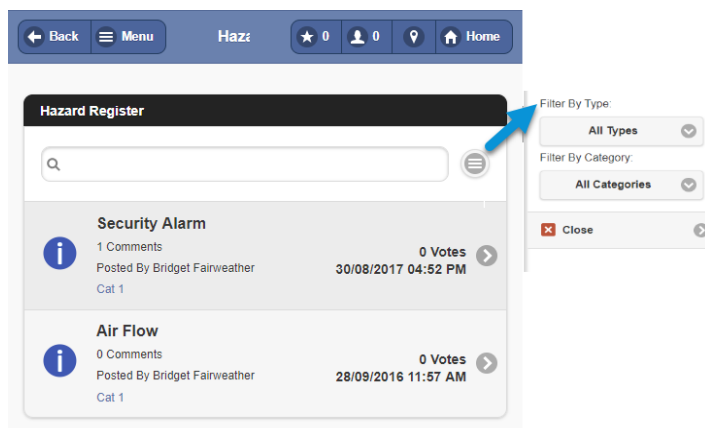
Log into TimeTrak Mobile.

Under Profile, there is a Knowledge Base option, if this is enabled all Knowledge Bases visible against the user's profile will be available from the home screen.

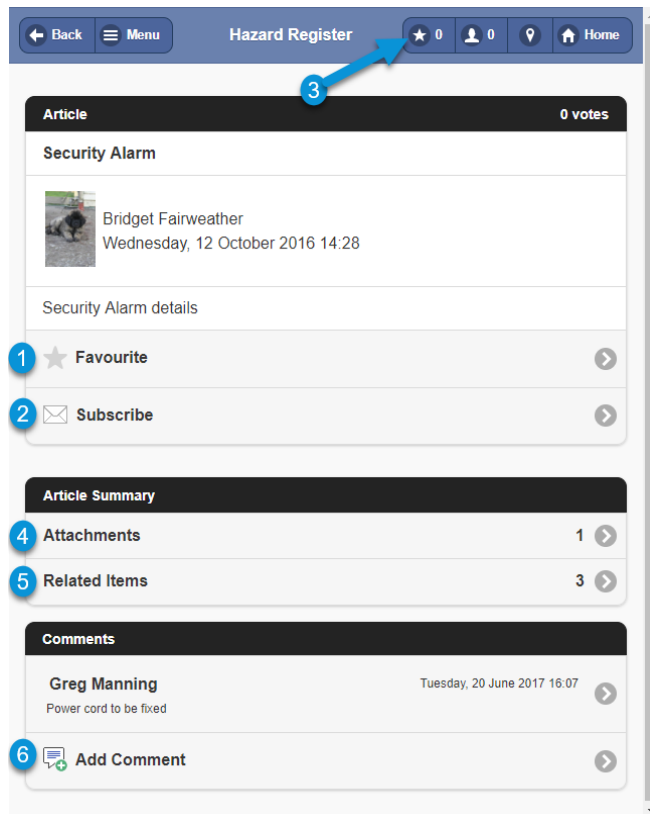


Click on a Knowledge Base link to open the Knowledge Base panel.

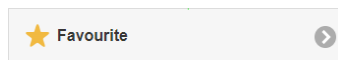
Filter for articles based on type and/or category.



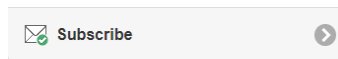
Features within an Article/Question



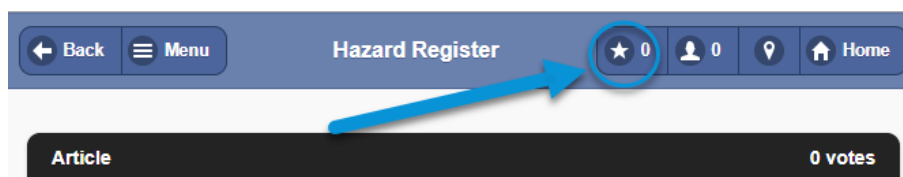
- 1. Favourite** - Click to add the article/question as a favourite, the star will show as yellow when selected, it will also automatically set this as a subscription to the article/question. By clicking this again, it will remove the yellow star which removes it from your favourites. A list of favourites is only visible in Professional.



- 2. Subscribe** - By clicking subscribe, the envelope will show a green tick on it when selected. By clicking this again will remove the green tick and unsubscribe to the article or question.

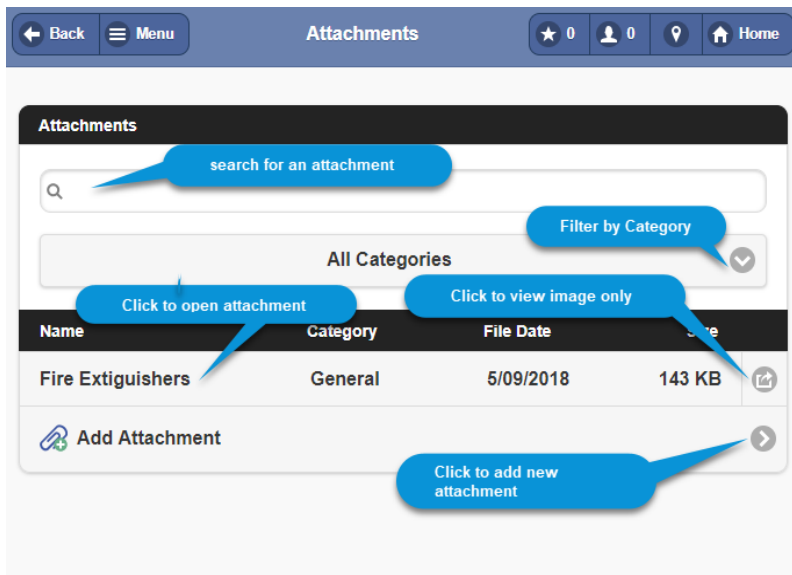
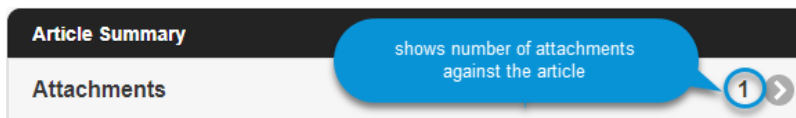


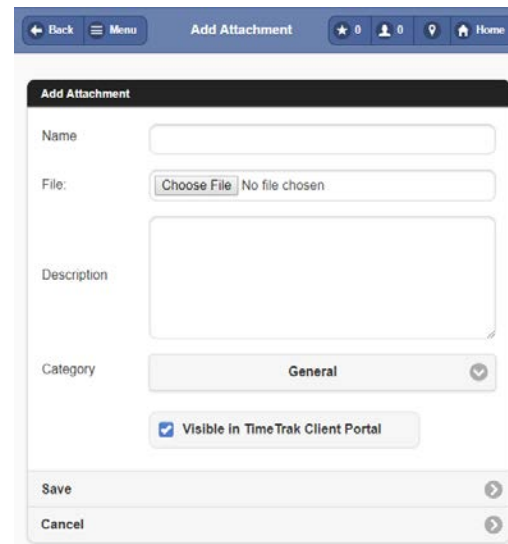
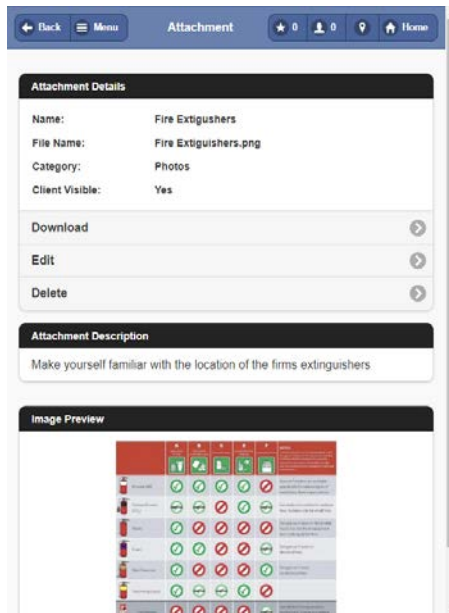
- 3. Notifications** - If an article has been subscribed to, any updates to that article or question will show in notifications (star) on the header bar.



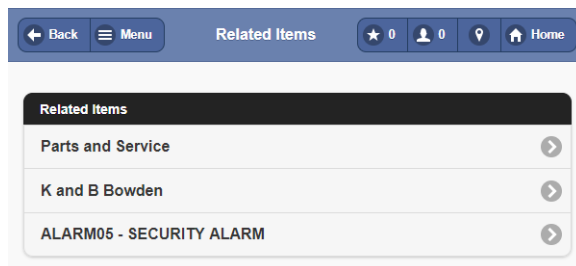


4. Attachments





5. **Related Items** – users are easily directed to related items if they have been linked in the Knowledge Base set in Professional.



6. **Add Comment** – users can leave a comment.

