



Open a Knowledge Article



Note: As Agents are working a Case with callers, they can search for specific Knowledge Articles using the Knowledge Article search function.

1. Create a case and save record.



Note: Depending on what is filled in the Reason for Call field, the Knowledge Articles will change.

2. On the **Summary** tab, scroll down to the **Search** section.
3. A list of **Knowledge Articles** is available for review.



Tip: Knowledge articles will auto-populate Cases based on Keywords in the Knowledge Article that match keywords used in the Reason for Call field.

4. Click the **open** icon to open a Knowledge Article.
5. The **Knowledge Article** will open in a separate window. Review the information.

- The **Eye** icon shows the number of people who have viewed the article.
- Optionally, click the **print** icon to save or print the article.
- Provide any feedback on an article by clicking the thumbs up or down. Then, enter a Comment before submitting.

