



***eccentex***<sup>®</sup>  
*Knowledge Worker **Apps***

# Knowledge Base

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# HISTORY OF REVISIONS

Revision Date	Version	Author	Description
3/30/2017	0.1	Alexey Kiselev	Document created

# ACCESSING KNOWLEDGE BASE

Knowledge Base is a web-based system that is accessed from the web browser by entering the following URL into the address bar:

<http://soldevqa13.eccentex.com:4000/Ex.Web>

or

<http://soldevqa06/Ex.Web/>

Below is the login screen:



To access Knowledge Base, enter a username and password as provided by the Knowledge Base Administrator.

Please note that in the event of a forgotten your password, a password reset request is possible by clicking the 'Forgot Password' link: this generates an email with instructions on how to create a new password.

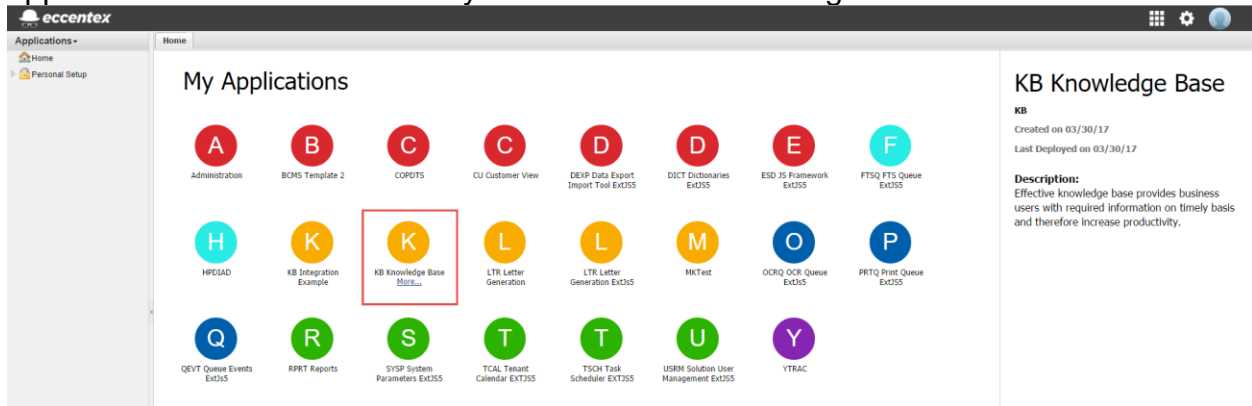
It is possible to check "Remember me" so that the System remembers the current user name.

## Recommended Internet Browsers

The following browsers are recommended for accessing Knowledge Base:

- Internet Explorer 8 and above
- Mozilla Firefox
- Google Chrome

After logging in, the System displays the Workspace area which will displays any applications the current user may access. Select Knowledge Base solution:



The system will redirect you to the *Knowledge Base Home Page*.

# 1. KNOWLEDGE BASE HOME PAGE

The purpose of this page is to quickly provide an overview of the current workload.

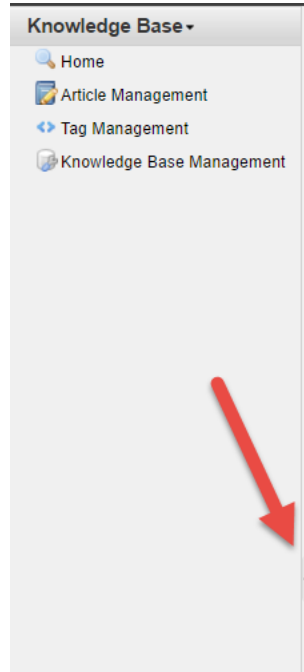
The screenshot shows the Eccentex Knowledge Base Home Page. The page layout includes a top navigation bar with the Eccentex logo, a search bar, a 'Create New Article' button, and navigation tabs for 'Dashboard', 'Advanced Search', and 'Details'. Below the search bar is a 'Knowledge Bases' section with seven tiles: 'Company News' (2 Articles), 'Creating requirement documents' (0 Articles), 'How to create a ticket' (2 Articles), 'Orange' (3 Articles), 'Project Delivery' (0 Articles), 'Project Management' (0 Articles), and 'Work Procedures' (1 Article). A 'Featured Content' section on the left lists tags like 'car', 'core-concepts', 'tag2', 'data', 'extjs', 'tag3', and 'tag4' with their respective article counts. A 'Most Useful' section in the center lists articles with star ratings, such as 'code 2' (3 stars) and 'How To Check Your Car's Tire Pressure and Inflate Tires' (3 stars). A 'Most Viewed' section on the right lists articles with eye icons and view counts, such as 'How To Check Your Car's Tire Pressure and Inflate Tires' (125 views). Red callouts point to the search bar, 'Create New Article' button, 'Navigation' menu, 'Knowledge Bases' section, 'Tag list', 'Most useful articles based on the User's', and 'Most viewed articles'.

## 1.1 Navigation Menu

The **Navigation Menu** at the left of the Home Page provides access to various functions of the system, such as:

- Home
- Article Management
- Tag Management
- Knowledge Base Management

It is possible to 'hide' the navigation area at any time by clicking the left arrow icon as below:



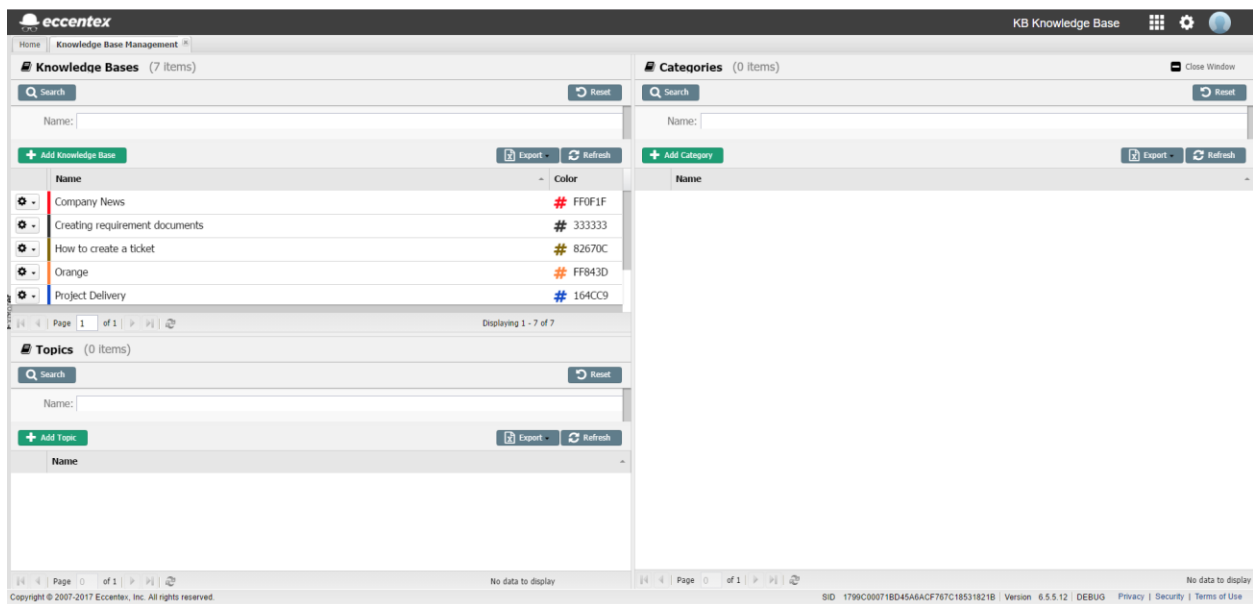
## 2. KNOWLEDGE BASE MANAGMENT

Open Knowledge Base Management menu item from the left menu:

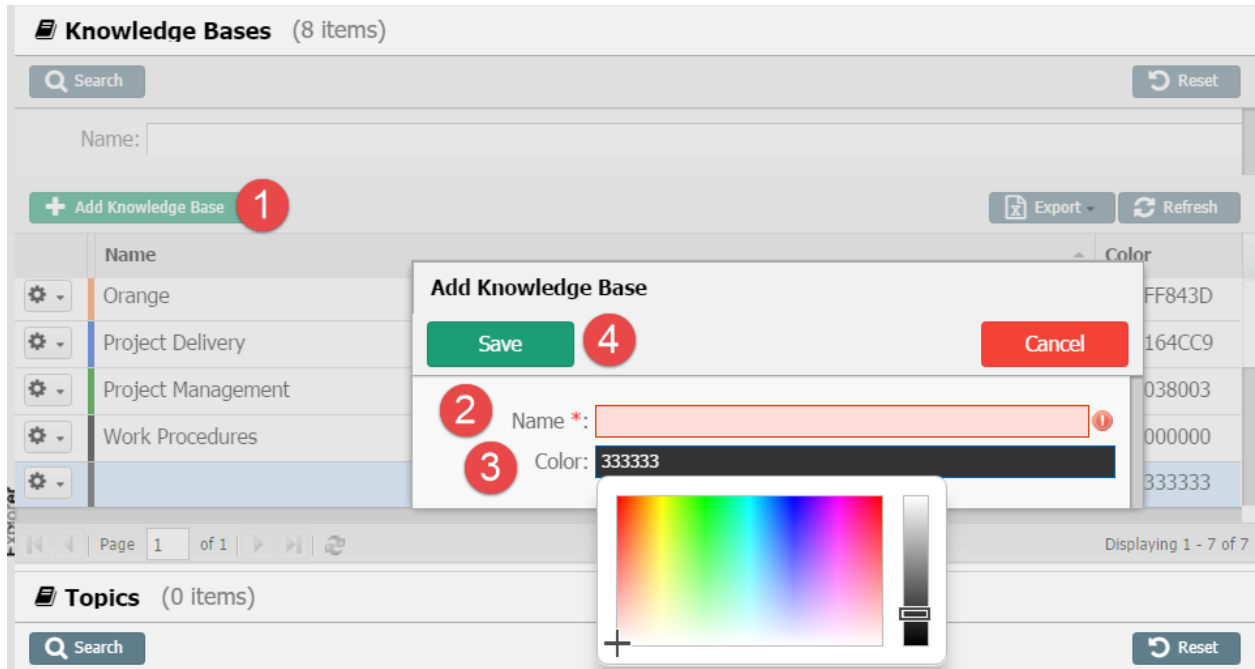


### 2.1 Knowledge Base Management

Knowledge Base Management page allows users to configure the Knowledge Base, Topics and Categories:

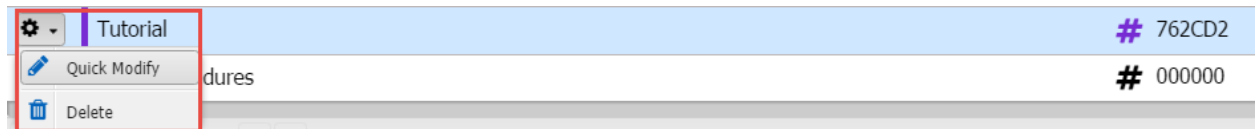


Click on the Add Knowledge Base button to create a new Knowledge Base:



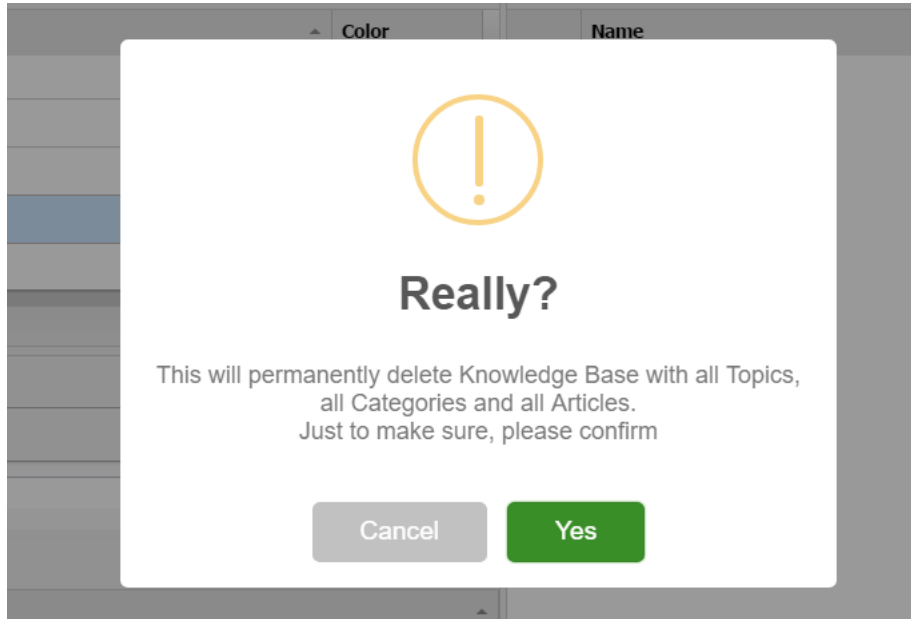
Enter Knowledge Base Name, select color and click on the Save button to create a New Knowledge Base.

You could modify or delete any knowledge base on click on the Cog button:

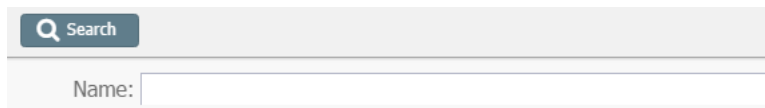


On click on the Quick Modify button system will open the same pop up window as for create a new Knowledge Base.

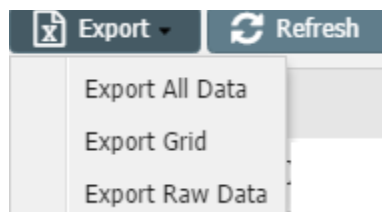
On click on the Delete button – System will open confirmation pop up window:



You could also perform search on entering Name and clicking on the Search button:

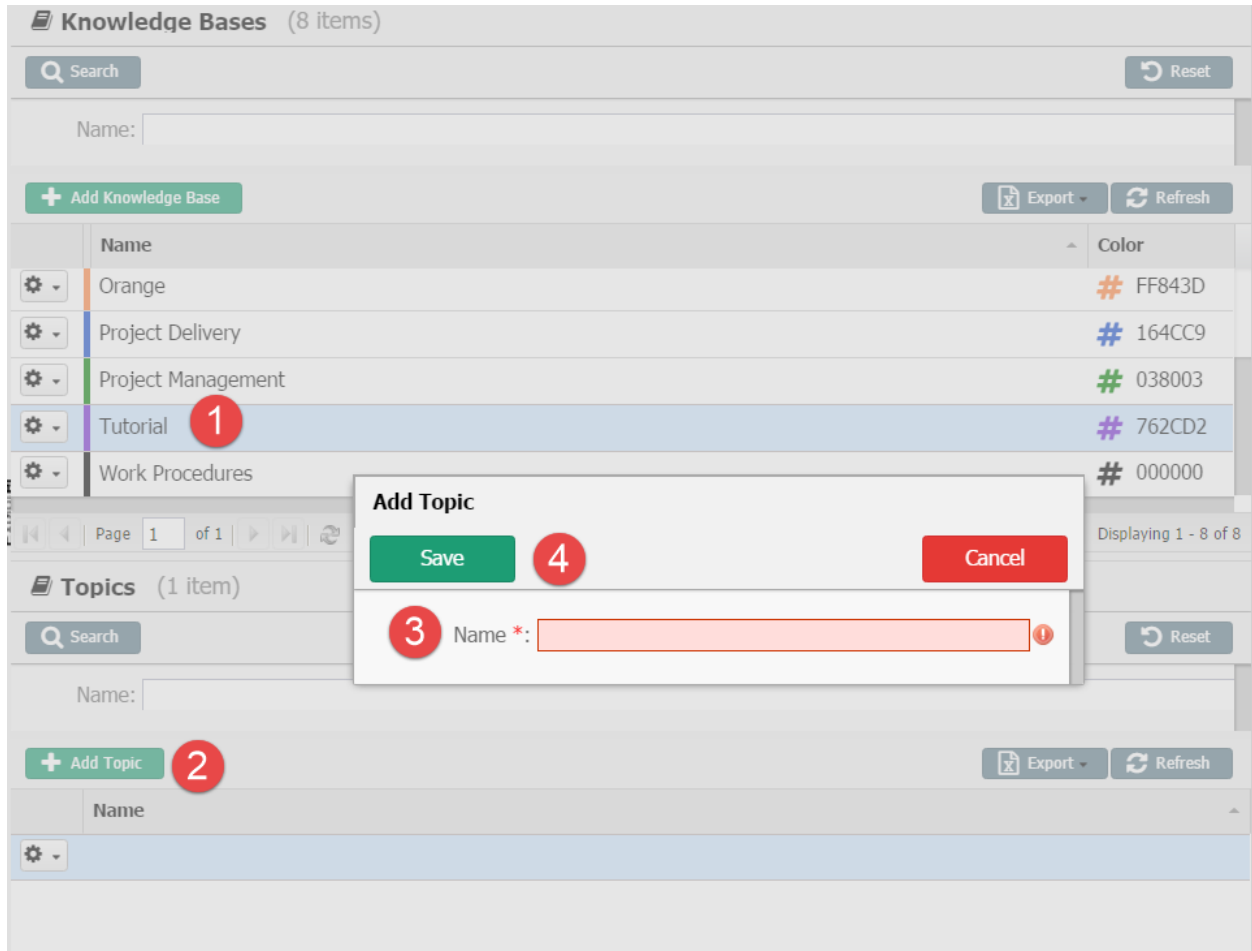


You could also export the list or refresh it:



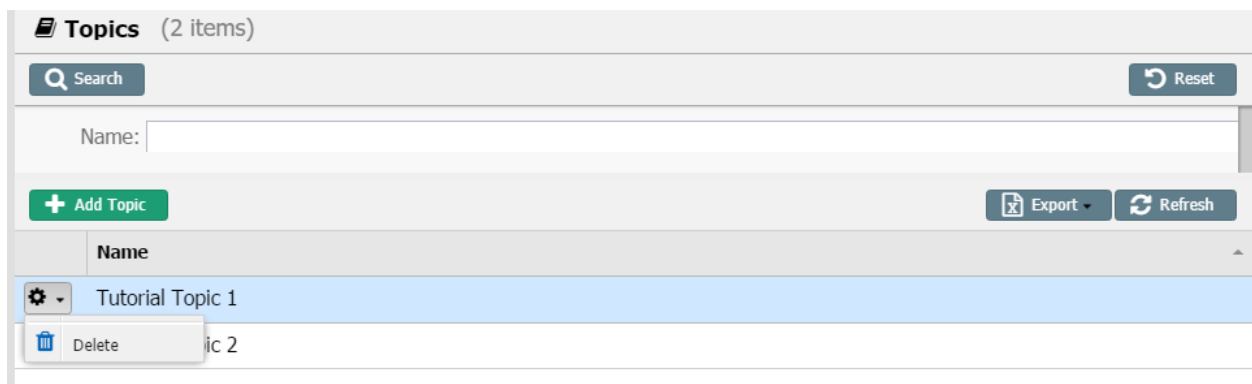
## 2.2 Knowledge Base Topics

Click on any Knowledge Base to start work with the Topics, and then click on the Add Topic button to add a new topic:

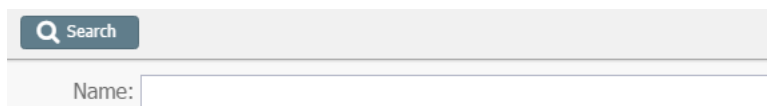


Add any name and Click on the Save button to save the article.

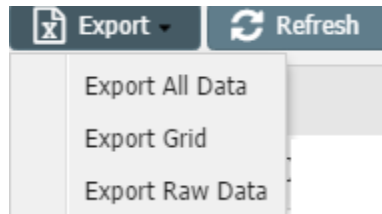
You could click on the cog button and choose Delete option to delete the Topic:



You could also perform search on entering Name and clicking on the Search button:

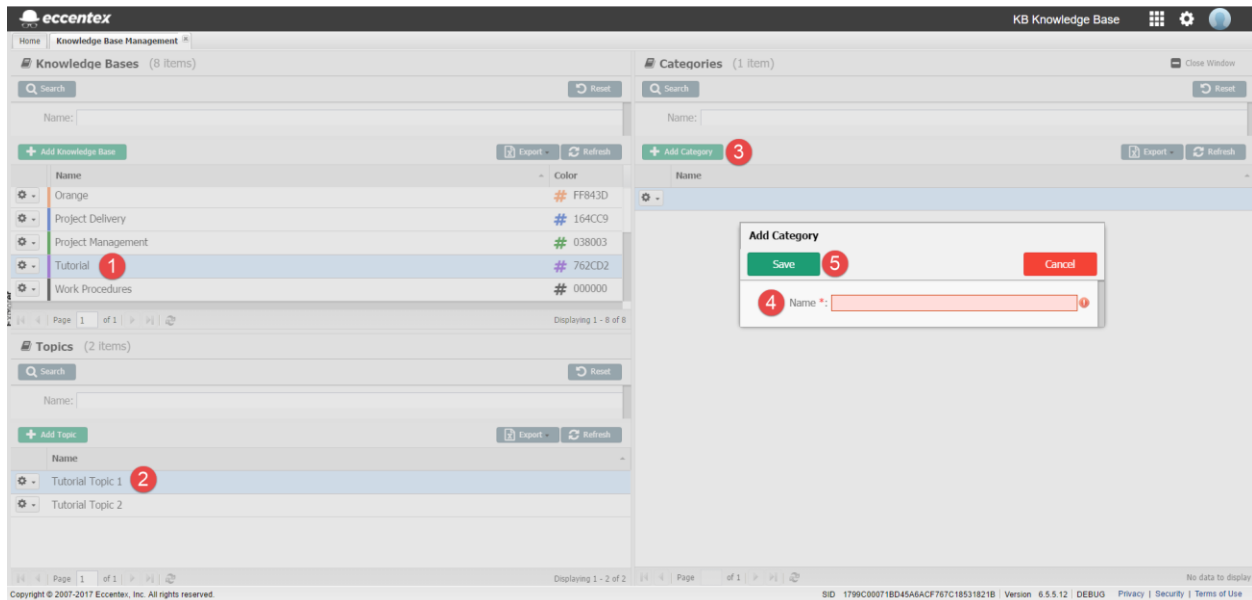


You could also export the list or refresh it:



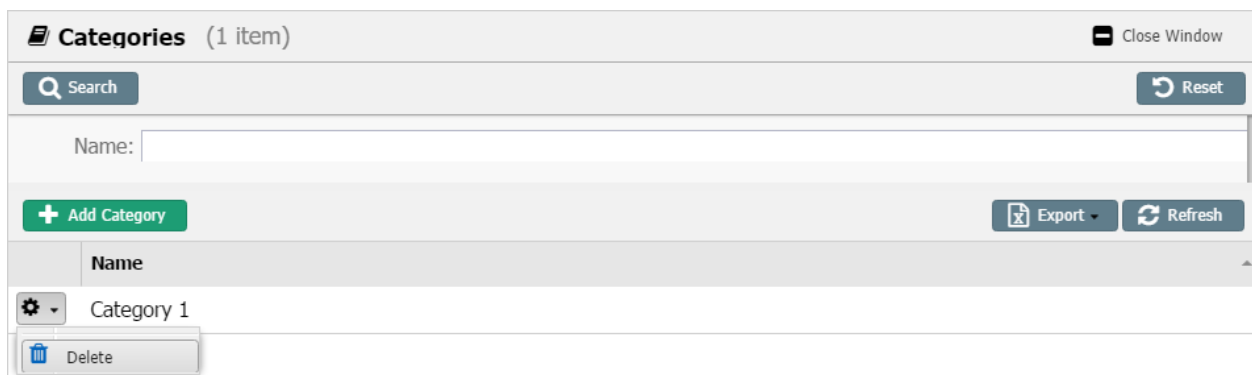
### 2.3 Knowledge Base Topics Categories

Click on any Knowledge Base, select any Topic to start work with the Categories, and then click on the Add Category button to add a new category:

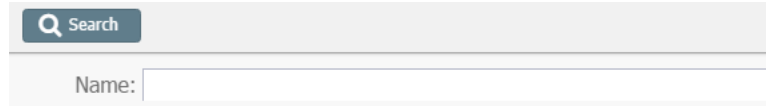


Add any name and Click on the Save button to save the article.

You could click on the cog button and choose Delete option to delete the Topic:

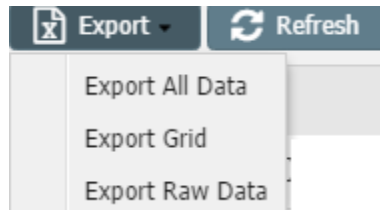


You could also perform search on entering Name and clicking on the Search button:



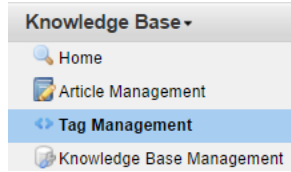
The image shows a search interface. At the top, there is a dark blue button with a magnifying glass icon and the text "Search". Below this is a light gray horizontal bar. Underneath the bar, the text "Name:" is followed by a white text input field with a thin gray border.

You could also export the list or refresh it:



# 3. TAG MANAGMENT

Open Knowledge Base Management menu item from the left menu:



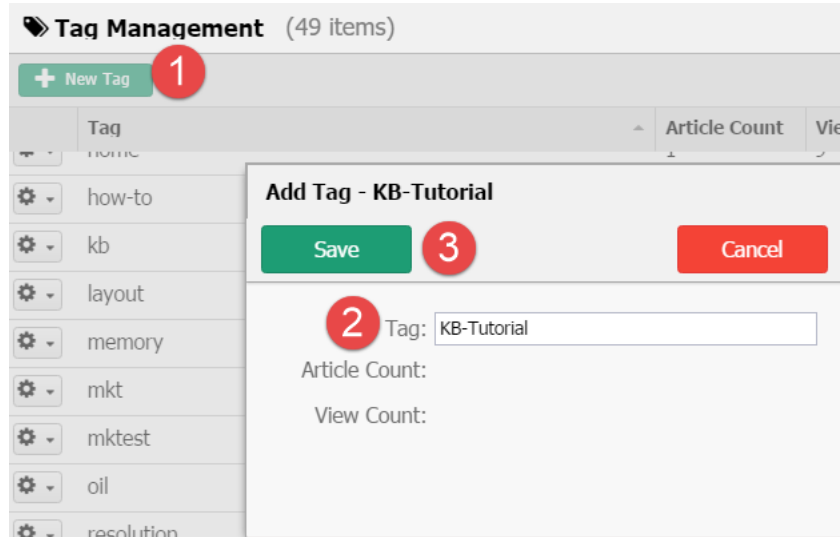
## 3.1 Tag Management

Tag Management page allows users to configure the tags:

The screenshot shows the 'Tag Management' page in the eccentex Knowledge Base. The page title is 'Tag Management (48 items)'. There is a '+ New Tag' button at the top left. Below it is a table with columns: Tag, Article Count, View Count, Created Date, Created By, Modified Date, and Modified By. The table contains 18 rows of tag data. On the right side, there is a search panel with fields for 'Tag:', 'Created Date From:', 'Created Date To:', and 'Created By:'. At the bottom, there is a footer with copyright information and system details.

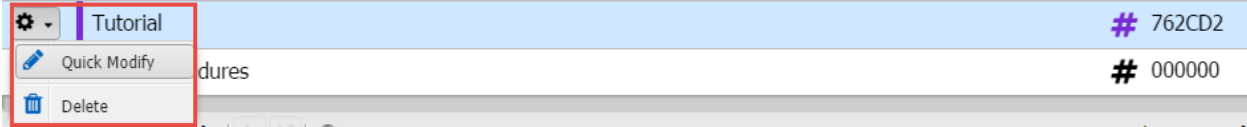
Tag	Article Count	View Count	Created Date	Created By	Modified Date	Modified By
kb	1	30	03/23/17 06:25 AM	Sergii MaksymenkoDB	03/28/17 06:48 AM	System User System...
layout	2	12	03/14/17 02:58 PM	Sergii MaksymenkoDB	03/28/17 06:48 AM	System User System...
memory	2	2	03/14/17 06:40 AM	Sergii MaksymenkoDB	03/29/17 01:57 AM	System User System...
mkt	0	0	03/29/17 01:42 PM	Maria KiselevaDB	03/29/17 01:42 PM	Maria KiselevaDB
mktest	0	0	03/29/17 01:41 PM	Maria KiselevaDB	03/29/17 01:41 PM	Maria KiselevaDB
oil	4	3	03/10/17 12:42 PM	Sergii MaksymenkoDB	03/29/17 01:57 AM	System User System...
resolution	2	7	03/10/17 11:16 AM	Sergii MaksymenkoDB	03/28/17 06:48 AM	System User System...
sadfa	1	0	03/10/17 06:01 AM	Alexsey Kozlov	03/29/17 01:57 AM	System User System...
sdfgsdfgsdfg	0	0	03/23/17 03:12 AM	Alexsey Kozlov	03/29/17 01:57 AM	System User System...
smog-check	1	0	03/13/17 07:45 AM	Sergii MaksymenkoDB	03/29/17 01:57 AM	System User System...
tag12	0	0	03/21/17 12:33 AM	Aaan Shamratov	03/29/17 01:57 AM	System User System...
tag2	7	157	03/09/17 03:34 AM		03/28/17 06:48 AM	System User System...
tag3	6	21	03/09/17 03:54 AM		03/28/17 06:48 AM	System User System...
tag4	6	140	03/09/17 03:54 AM		03/28/17 06:48 AM	System User System...
test	0	0	03/30/17 07:16 AM	Sergii MaksymenkoDB	03/30/17 07:16 AM	Sergii MaksymenkoDB
theve	0	0	03/29/17 01:43 PM	Maria KiselevaDB	03/29/17 01:43 PM	Maria KiselevaDB
Theveryverylongnametag123	1	0	03/21/17 12:40 PM	Maria KiselevaDB	03/29/17 01:57 AM	System User System...
tires	2	125	03/13/17 07:47 AM	Sergii MaksymenkoDB	03/28/17 06:48 AM	System User System...

Click on the New Tag button to create a new tag:

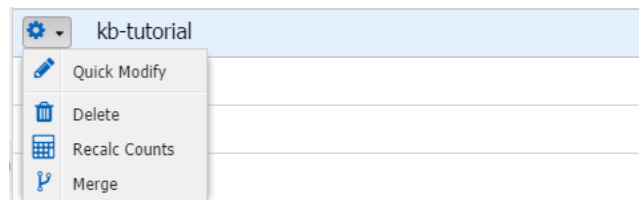


Enter name and click on the Save button.

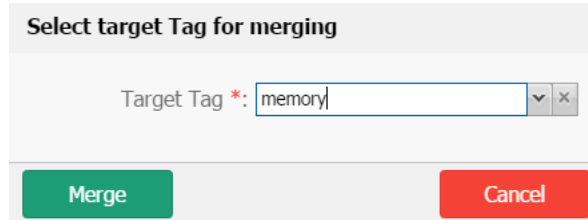
You could modify tag, merge it with other tag, recalculate counts (number of articles with this tag and number of articles with this tag, reviewed by users) or delete any tag on click on the Cog button:



On click on the Quick Modify button system will open the same pop up window as for create a new Knowledge Base.



- 1) On click on the Quick Modify – system will open the same pop up window as on create a new Tag
- 2) To update counters – click on the Recalc Counts or click on the Recalculate All button at the top right corner of the page.
- 3) Click on the Merge button to merge this tag with selected tag from the list:



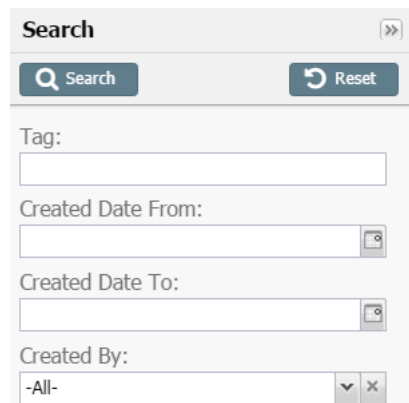
4) Delete button will exclude selected tag from the list with the confirmation

### 3.2 Search

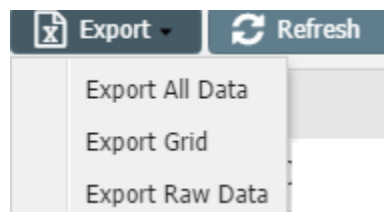
To filter the list of available list – use one of the search parameters as:

- Tag name
- Created Date From
- Created Date To
- Created By

Then click on the Search button to filter the list or click on the Reset button to show all tags:

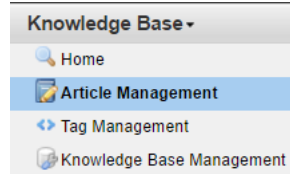


You could also export the list or refresh it:



# 4. ARTICLE MANAGEMENT

Open Knowledge Base Management menu item from the left menu:



## 4.1 Article Management

Article Management page allows users to manage articles:

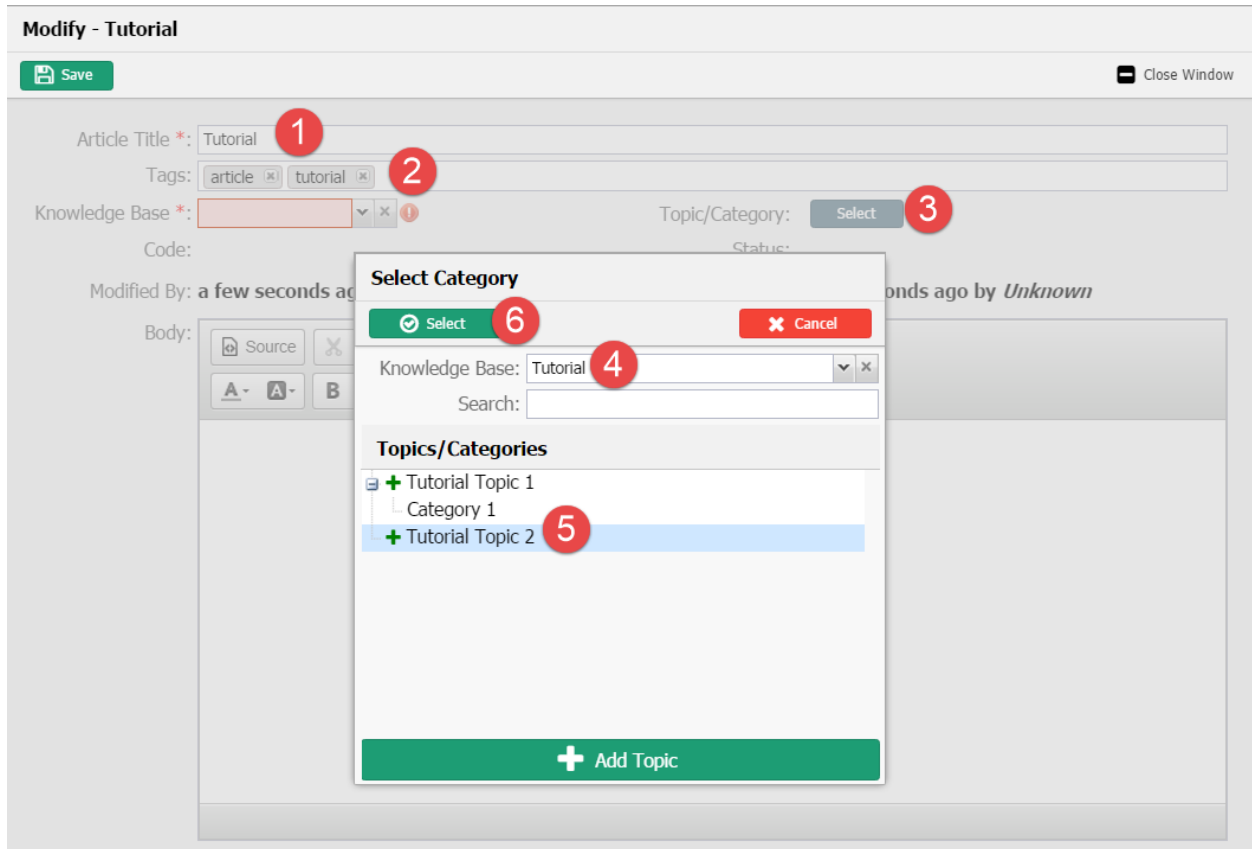
Title	Code	Status	Base	Category	Body	Expires Date	Tags	View Count	Rating	Created Date
123	KB0000318	Draft	Orange		4		456	0	0	03/30/17 09:49 AM
New article f...	KB0000317	Published	Company Ne...		test article lk...	06/16/17 12:00 AM	test	1	0	03/30/17 07:16 AM
sda da fsd f...	KB0000316	Draft	Creating req...		as asfsadf a...		dfsdfs,df	0	0	03/30/17 05:58 AM
sdfsdf	KB0000315	Expired	Company Ne...	SUV	sdf as f a sd...			0	0	03/30/17 04:49 AM
test 123	KB0000309	Draft	Orange	11	Iure porro a...		art	0	0	03/30/17 12:48 AM
123456	KB0000308	Draft	Creating req...				home,sdgsd...	0	0	03/29/17 01:42 PM
How to Do A...	KB0000307	Draft	Orange		Computer yo...		art,holiday,...	0	0	03/29/17 01:41 PM
Test Draft A...	KB0000306	Draft	Creating req...		Test Darft		art,ar,55555...	0	0	03/29/17 01:37 PM
How to Say ...	KB0000305	Published	How to crea...		A common w...		ash23,article	4	1	03/29/17 01:23 PM
How to Cut ...	KB0000303	Published	Work Proceed...	Cut Down	Shopping ad...		brain,data	4	0	03/29/17 08:24 AM
code 2	KB0000302	Published	Company Ne...		Nesciunt atq...		code	71	3	03/29/17 12:50 AM
code 1	KB0000301	Published	Company Ne...		Some text C...		code	73	1	03/29/17 12:42 AM
Accessibilty C...	KB0000300	Expired	Orange	11	This Accessi...		create-case,...	15	0	03/28/17 04:37 PM
No Title -> ...	KB0000299	Draft	Project Man...					0	0	03/28/17 04:58 AM
1312	KB0000298	Expired	Orange					0	0	03/28/17 03:18 AM
test new Art...	KB0000297	Expired	How to crea...	test2	test		home	9	0	03/27/17 03:21 AM
sdfsfsf	KB0000296	Published	How to crea...	test46			brain	6	0	03/24/17 11:20 AM
red article	KB0000295	Draft	Company Ne...					0	0	03/24/17 10:55 AM

Click on the New Article button to create a new article:

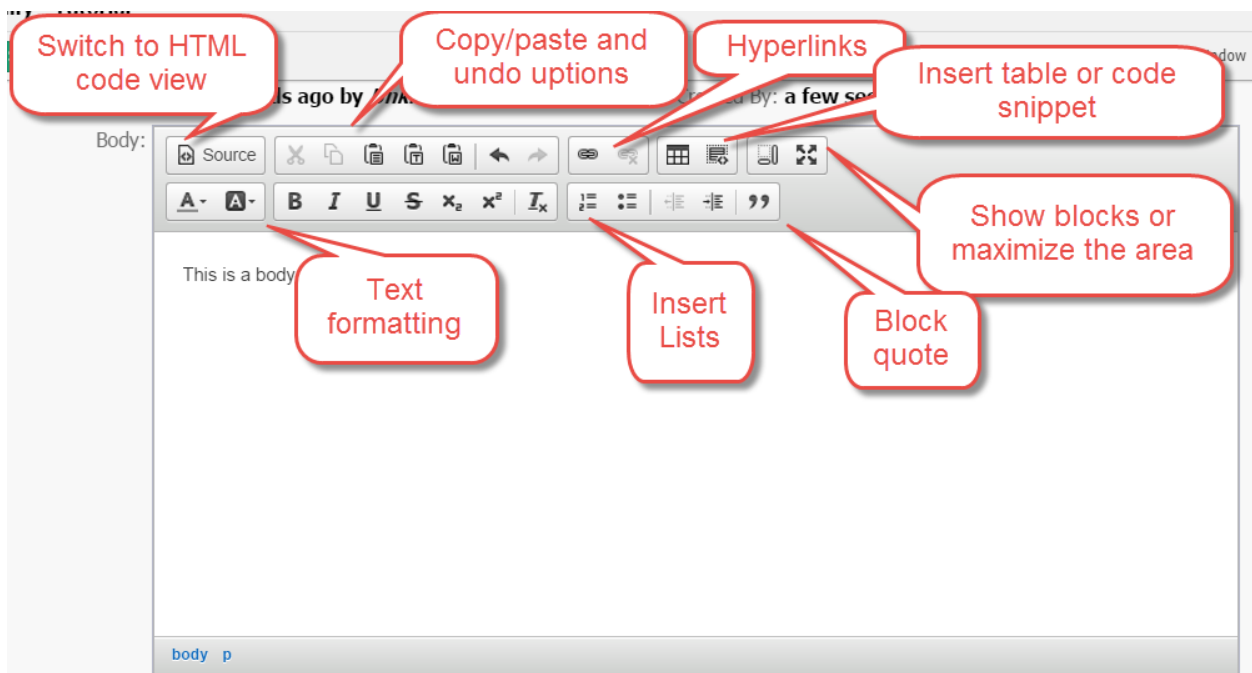
The screenshot shows a 'Modify' form for a Knowledge Base article. The form is divided into a left sidebar and a main 'Modify' panel. The sidebar contains a list of articles with columns for Title, Code, and Status. The 'Modify' panel includes the following fields and elements:

- Article Title \***: A text input field with a red circle '2' next to it.
- Tags**: A text input field for adding tags.
- Knowledge Base \***: A dropdown menu with a red circle '3' next to it.
- Topic/Category**: A 'Select' button.
- Code**: A text input field.
- Status**: A text input field.
- Modified By**: 'a few seconds ago by Unknown'
- Created By**: 'a few seconds ago by Unknown'
- Body**: A rich text editor with a toolbar containing icons for Source, Copy, Paste, Undo, Redo, Bold, Italic, Underline, Strikethrough, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, and Link.
- Save**: A green button with a red circle '4' next to it.
- Close Window**: A button in the top right corner.

- 1) Article title is a custom text.
- 2) User could add multiple tags, use space as a separator.
- 3) Select one of the existing Knowledge Bases
- 4) Click on the Select button to select Topic or Category (could be unspecified). On click – system will open pop up window to select Knowledge Base and select existing topic or category. User could create a new topic from this pop up window if necessary.



5) Add a body text



6) Click on the Save button

- 7) System will generate Code for the article (example: KB0000317)
- 8) Delete the article on click on the Delete button
- 9) Review history on click on the History button (you could export it or refresh):

**Modify - Tutorial**

Save Publish History Delete Close Window

**History (4 items)**

Export Refresh Close Window

Date	Event	Details	By
03/30/17 02:24 PM	Tags Updated	article,tutorial	M
03/30/17 02:24 PM	Body Updated	Show blocks and This is a body text!	M
03/30/17 02:24 PM	Body Updated	Show blocks and This is a body text!	M
03/30/17 02:24 PM	Article Created	Tutorial	M

- 10) Click on the Publish button to publish the article (you could set Expiration Date or keep it blank):

Save Publish History

**Set Expiration Date**

Date: 04/08/2017

Publish Cancel

- 11) Click on the Expire button to make the article unavailable from the Home page

## 4.2 Search

To filter the list of available list – use one of the search parameters as:

- Title
- Code
- Tags
- Status
- Created Date From
- Created Date To
- Created By
- Expires Date From
- Expires Date To
- Base

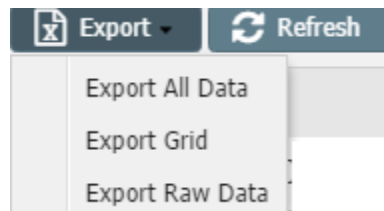
- Categories

Then click on the Search button to filter the list or click on the Reset button to show all articles:

The image shows a search filter panel titled "Search" with a right-pointing arrow icon. At the top, there are two buttons: "Search" with a magnifying glass icon and "Reset" with a circular arrow icon. Below these are several input fields and dropdown menus:

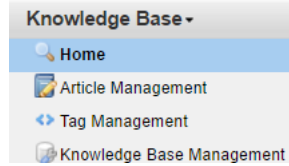
- Title: [Text input field]
- Code: [Text input field]
- Tags: [Text input field]
- Status: [-All-] [dropdown arrow] [clear X]
- Created Date From: [Date picker icon]
- Created Date To: [Date picker icon]
- Created By: [-All-] [dropdown arrow] [clear X]
- Expires Date From: [Date picker icon]
- Expires Date To: [Date picker icon]
- Base: [dropdown arrow] [clear X]
- Categories: [dropdown arrow]

You could also export the list or refresh it:

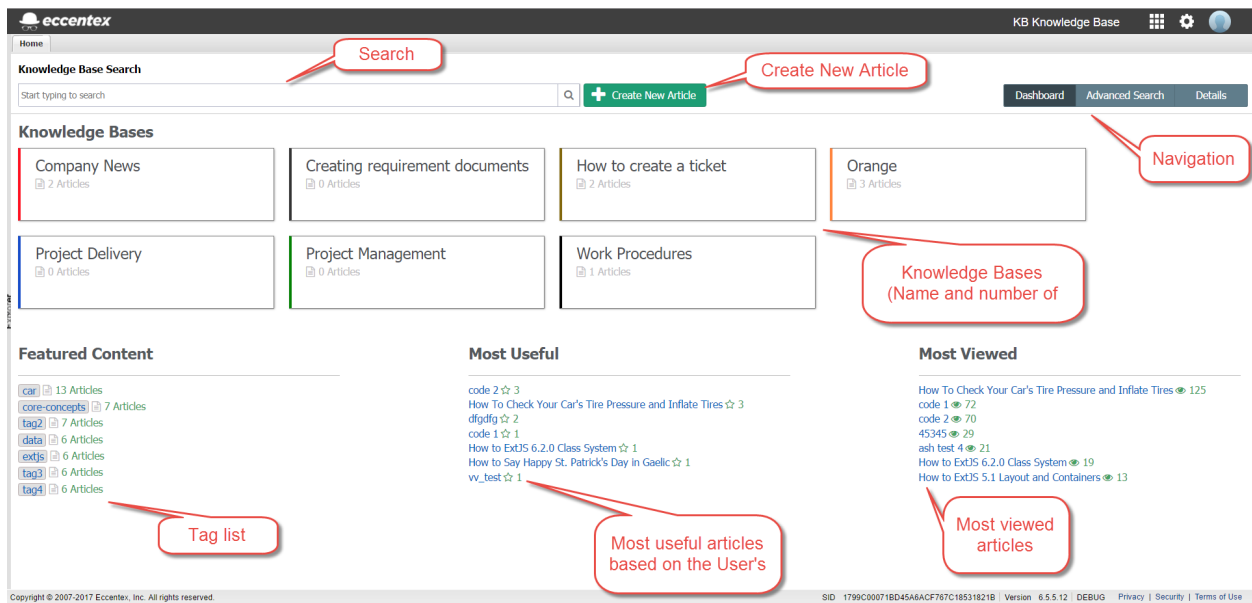


# 5. ARTICLE REVIEW

Open Knowledge Base Management Home page from the left menu:

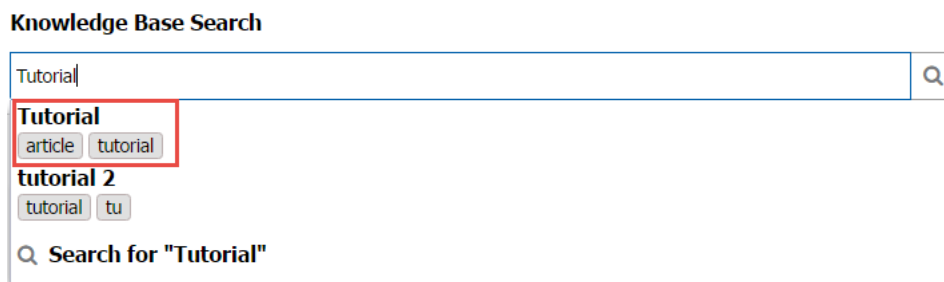


Home page:

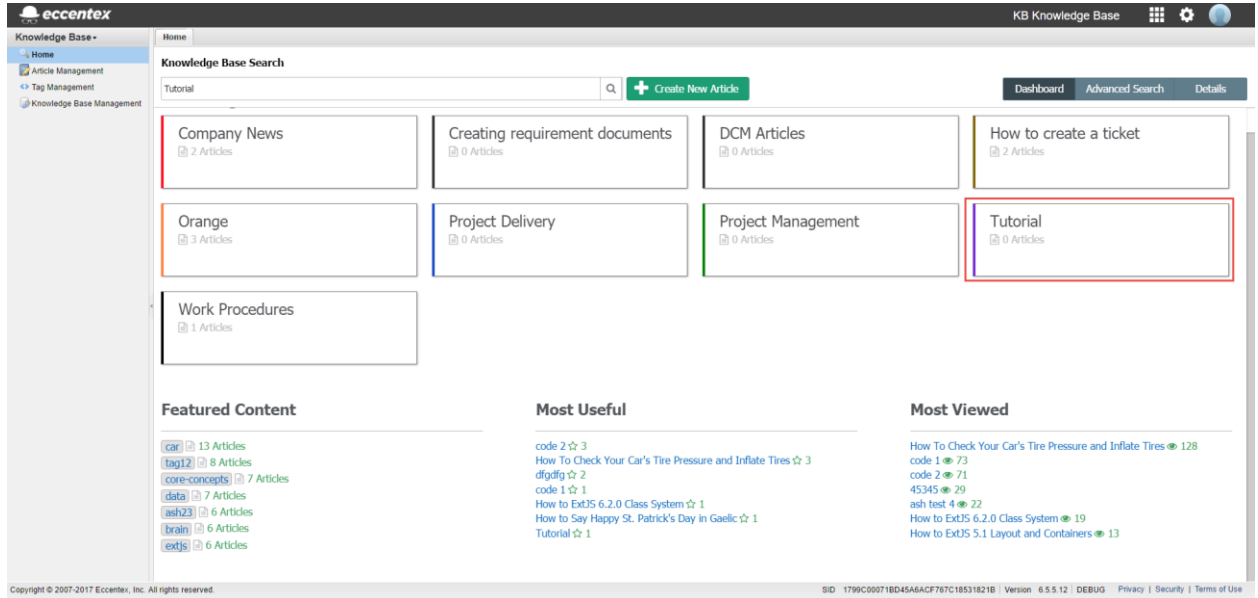


You could use one of the specified ways to open the article:

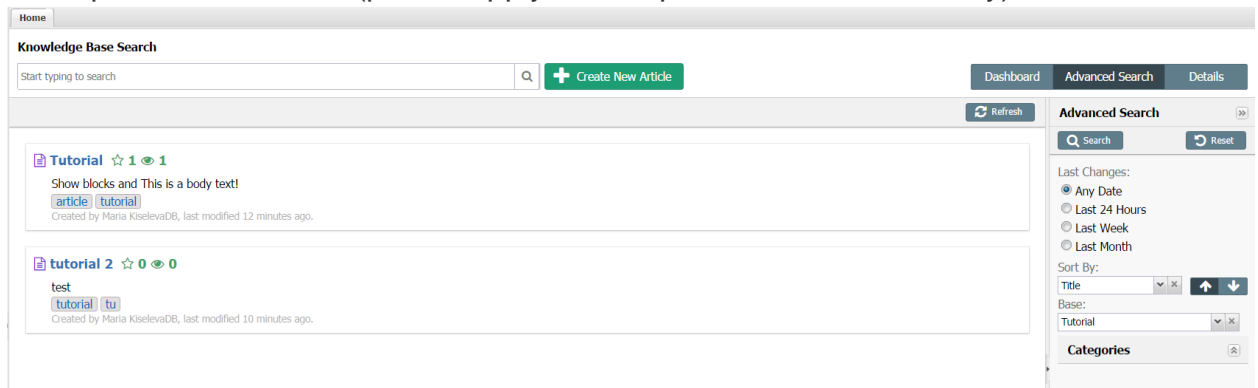
- 1) Use search panel:



- 2) Open knowledge base:



And open the document (please apply search parameters if necessary):



3) Find your tag at Featured Content section and find the article:

### Featured Content

- [car](#) 13 Articles
- [tag12](#) 8 Articles
- [core-concepts](#) 7 Articles
- [data](#) 7 Articles
- [ash23](#) 6 Articles
- [brain](#) 6 Articles
- [extjs](#) 6 Articles

4) Find the article at the Most Useful section:

### Most Useful

- code 2 ☆ 3
- How To Check Your Car's Tire Pressure and Inflate Tires ☆ 3
- dfgdfg ☆ 2
- code 1 ☆ 1
- How to ExtJS 6.2.0 Class System ☆ 1
- How to Say Happy St. Patrick's Day in Gaelic ☆ 1
- Tutorial ☆ 1

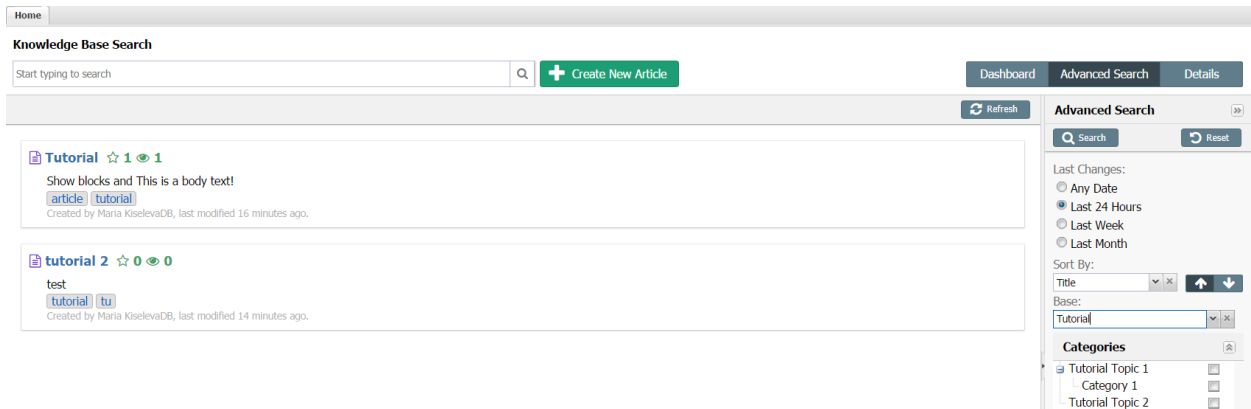
5) Find the article at the Most Viewed section:

### Most Viewed

- How To Check Your Car's Tire Pressure and Inflate Tires 👁 128
- code 1 👁 73
- code 2 👁 71
- 45345 👁 29
- ash test 4 👁 22
- How to ExtJS 6.2.0 Class System 👁 19
- How to ExtJS 5.1 Layout and Containers 👁 13

6) Switch to advanced Search at the right top corner and apply search parameters:

- Last Changes
- Knowledge Base
- Category
- And set sorting



## 4.1 Article Details

Article Page:

