

Knowledgebase Template Must-Haves

A clear, action-oriented title stating the exact purpose of the article

Specific topics around high-volume keywords, popular queries, key products and/or features

A reference or identification code to create a unique ID for each article

Visual aids like screenshots or videos to demonstrate steps more clearly

Cross-links to related content to keep articles concise



Example Article Template Fields

Article Title:

Keywords:

Problem/Issue:

Steps to Resolve:

Expected Outcome:

Resources:

Related Articles:
