Find information about how to search and browse QuestionPoint knowledge bases.

• Get started

No image available

Get started with knowledge bases in QuestionPoint.

◦ About searching and browsing knowledge bases
◦ Find a new KB record
◦ View the KB records for a question

• Browse knowledge bases

No image available

Find information about how to browse knowledge bases in QuestionPoint.

◦ Browse knowledge bases
◦ Go to the KB browse page
◦ KB browse criteria
◦ Sort KB browse results
◦ View KB browse results

• Search knowledge bases

No image available

Find information about how to search knowledge bases in QuestionPoint.

◦ Advanced search
◦ Basic search
◦ Go to a KB search page
◦ Search KBs for an answer
◦ Tips for searching knowledge bases
◦ View KB search results