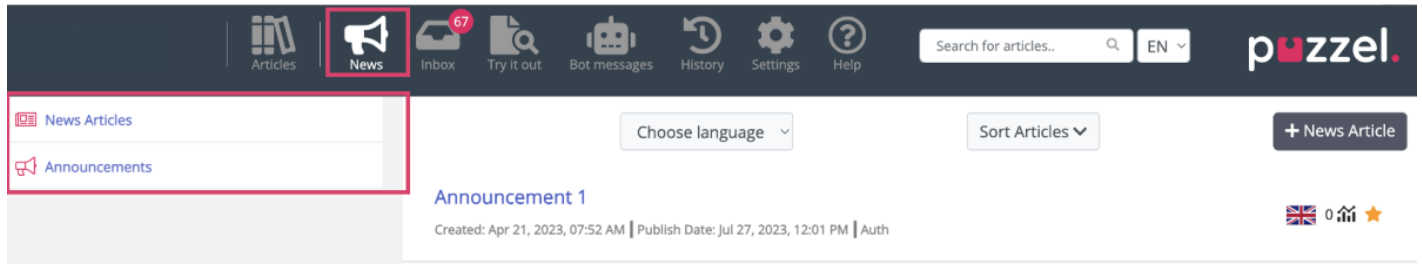# News and announcements

The News section shows a menu with two options:

1. News Articles: like regular articles that can be searched

2. Announcements: this is an article but not part of a set that is searchable. It is created to accommodate ad hoc information that needs to be communicated to agents quickly. The most recent announcement will always appear as a banner on the Agent Application.

Announcements

To create an announcement from the Admin Portal, you will need to:

1. Access the Knowledgeable Management System

2. Select News from the top menu

3. Choose Announcements form the menu to the left

4. Click on the "Add Announcement" button to the right of the screen

The Editor allows you to:

1. Edit text

2. Select the Type of announcement

3. Choose. Publish date

4. Check the visibility checkbox

5. Choose the Language for your announcement

After you have made your edits, click on Save to process the announcement, or Cancel to reject your changes.

News

To create a news article from the Admin Portal, you will need to:

1. Access the Knowledgeable Management System

2. Select News from the top menu

3. Click on the "Add News Article" button to the right of the screen

4. The standard article editor will appear and you can customise the news article accordingly.

News Articles

Announcements

Choose language ⌄   Sort Articles ⌄   **+ News Article**

Announcement 1

Created: Apr 21, 2023, 07:52 AM | Publish Date: Jul 27, 2023, 12:01 PM | Author:

🇬🇧 0 ⌖ ⭐

Note

News articles are searchable and can be sorted from the Agent Application.