Admin **Knowledgebase**
Training

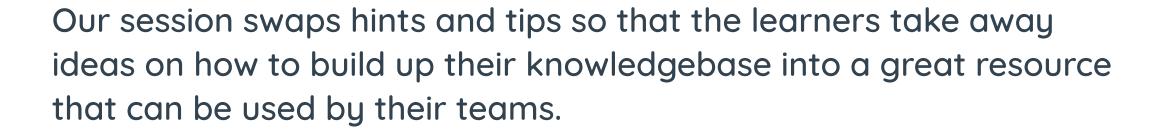**Admin Portal Training**
CERTIFIED
Client Training

OBJECTIVES

By the end of the session attendees will be able to:

- Recognize the key features of knowledgebase
- Locate the knowledgebase Dashboard
- Create, edit and delete articles
- Label and categorize the articles
- Execute publishing and unpublishing articles
- Experiment rating the articles

Our session swaps hints and tips so that the learners take away ideas on how to build up their knowledgebase into a great resource that can be used by their teams.

TARGET AUDIENCE

Team leaders, supervisors, managers and administrators of the admin portal

OVERVIEW

This course provides you with the practical knowledge and skills you need to confidentially use the Knowledgebase area of the platform. You will explore how to create and edit articles for your platform, how to categorize them into different areas and sort and filter your information so that it becomes a great resource area for your teams.
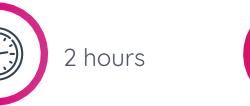Demonstrations and activities are throughout the session.

DELIVERY OPTIONS

Face to face

Blended Approach

DURATION

2 hours

GROUP SIZE

1-8

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