Knowledge

36 declared fields for Knowledge article. Required fields include Short description, Description, Knowledge base, Article content.

https://docs.qintoravacloud.com/forms/knowledge/

About this form

Use this reference to identify built-in form labels, data types, and validation. Specialized workspaces can render a subset of these fields or provide workflow-specific controls. Your role, record state and tenant configuration can change what you see.

Registry key
`knowledge`

Record label
Knowledge article

Record prefix
KB

Workspace
Open Knowledge

Field definitions

Field	Type or reference	Built-in rules	Choices and constraints
Number `number`	text	Read-only Default list field	—
Short description `title`	text	Required Default list field	—
Description `description`	textarea	Required	—
Knowledge base `knowledgeBase`	reference knowledge_bases	Required Default list field	—
Article type `articleType`	select	Optional by default	`how_to`, `troubleshooting`, `known_error`, `policy`, `faq`, `reference`

Field	Type or reference	Built-in rules	Choices and constraints
Request / knowledge category `category`	reference knowledge_categories	Default list field	—
Publication state `articleStatus`	select	Default list field	`draft`, `review`, `published`, `retired`
Article content `articleBody`	textarea	Required	—
Searchable article attachments `attachments`	multi_row	Optional by default	Row column File name `fileName` (text) Row column MIME type `mimeType` (text) Row column File URL `fileUrl` (url) Row column Extracted searchable text `extractedText` (text)
Symptoms `symptoms`	textarea	Optional by default	Knowledge base types `known_error`
Verified root cause `rootCause`	textarea	Optional by default	Knowledge base types `known_error`
Workaround `workaround`	textarea	Optional by default	Knowledge base types `known_error`
Permanent fix `permanentFix`	textarea	Optional by default	Knowledge base types `known_error`
Related problem `relatedProblemId`	reference `__problems`	Optional by default	Knowledge base types `known_error`
Policy owner `policyOwnerId`	reference users	Optional by default	Knowledge base types `policy`
Effective date `policyEffectiveDate`	date	Optional by default	Knowledge base types `policy`
Compliance frameworks `complianceFrameworks`	tag_list	Optional by default	Knowledge base types `policy`
Acknowledgement required `acknowledgementRequired`	boolean	Optional by default	Knowledge base types `policy`

Field	Type or reference	Built-in rules	Choices and constraints
Prerequisites `prerequisites`	textarea	Optional by default	Knowledge base types `operational_runbook`
Execution steps `executionSteps`	multi_row	Optional by default	Knowledge base types `operational_runbook` Row column Step `step` (number) Row column Instruction `instruction` (text) Row column Expected result `expectedResult` (text) Row column Automation / command `automation` (text)
Rollback instructions `rollbackInstructions`	textarea	Optional by default	Knowledge base types `operational_runbook`
Validation instructions `validationInstructions`	textarea	Optional by default	Knowledge base types `operational_runbook`
External source `externalSourceId`	reference external_knowledge_sources	Optional by default	Knowledge base types `external_federated`
External document URL `externalDocumentUrl`	url	Optional by default	Knowledge base types `external_federated`
Synchronization status `externalSyncStatus`	select	Optional by default	`pending`, `indexed`, `stale`, `error` Knowledge base types `external_federated`
Owner `ownerId`	reference users	Optional by default	—
Reviewer `reviewerId`	reference users	Optional by default	—
Audience groups `audienceGroups`	list_collector groups	Optional by default	—
Keywords `keywords`	tag_list	Optional by default	Comma-separated search terms.
Valid until `validTo`	date	Optional by default	—
Related articles `relatedKnowledge`	list_collector `__knowledge`	Optional by default	—

Field	Type or reference	Built-in rules	Choices and constraints
Company `companyId`	reference companies	Optional by default	—
Created `createdAt`	text	Read-only Default list field	—
Updated `updatedAt`	text	Read-only	—
Demo record key `demoKey`	text	Hidden by default	Stable identifier used by the idempotent demo fixture loader.
Demo dataset `demoDataset`	text	Hidden by default	Synthetic demonstration records. Not actual organizational inventory, financials or execution evidence.

Related procedure: Publish and troubleshoot knowledge.

Verification evidence

The disposable audit exercised 17 applicable validation assertions on this definition. The authenticated collection read returned HTTP 200. See the verification matrix for scope.

Collection read results by built-in role

These statuses were observed over HTTP with one role per disposable MFA account. A successful list response can be empty and does not establish individual record, field, or write access.

Role	HTTP status
Asset Manager	200
Change Manager	200
CMDB Manager	403
Contract manager	200
Customer service agent	200
Customer service customer	403
Customer service manager	200
Datacenter Customer	403
Datacenter Fulfiller	200
Datacenter Manager	200
Datacenter Vendor	403

Role	HTTP status
EH&S auditor	403
EH&S manager	403
Executive Reader	200
Field service dispatcher	200
Field service technician	200
HR case agent	403
HR knowledge manager	403
HR lifecycle manager	403
HR profile manager	403
Employee Relations investigator	403
HR service catalog administrator	403
Inventory Counter	403
ITIL Fulfiller	403
Knowledge Manager	200
Business Manager	200
Platform Administrator	200
Service Desk Agent	200
Vendor manager	200
Third-party risk manager	200
Employee with no workspace role	403

Edit and verify

1. Open the list from the appropriate workspace and select an existing record or a permitted create action. Confirm the intended tenant and record number.
2. Use the visible controls for the current record type and state. For reference fields, select a returned record from the lookup. Fill visible required fields and use the dedicated workflow action when the record has approval or completion gates.
3. After saving, reopen the record and compare its persisted values, state and activity to the intended change. Check the downstream linked record when the action creates one.

Troubleshoot

- Missing field or control: compare the role, module, record state, form conditions and tenant overrides.
- Lookup returns no result: check that the referenced record is active, in scope and compatible with the current field.
- Save is rejected: keep the exact validation message and compare the field key, choice, constraints and required related records.
- See Edit and troubleshoot records and Configuration Studio.