Write, publish, and troubleshoot knowledge

Set audience and lifecycle, verify published visibility, and diagnose missing search results.

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

Author and publish

1. Open Knowledge. Choose the knowledge base and category. Confirm the intended audience and available article template or type.
2. Write a specific title, prerequisites, procedure and validation. Include failure conditions, recovery, review owner and validity where your form provides them.
3. Save the draft and use the applicable review and publication actions. Verify published status and visibility from the expected audience's portal.
4. For external knowledge, configure the source using approved provider credentials and scopes. Preview content and access rules, then verify the search result with an authorized user.

Diagnose missing results

Check draft or published status, validity dates, knowledge base, category and audience. Then check search terms and external-source status. For accessible articles with attachments that fail to open, check scan state and access to the parent article. See Knowledge form fields and Knowledge base fields.