Knowledge base type · General knowledge

Reusable enterprise how-to, FAQ, troubleshooting, and reference content.

https://docs.qintoravacloud.com/integrations/knowledge-base-type/general/

Prerequisites

- Named manager and owner
- At least one author

Configuration steps

1. Set review and publishing controls
2. Select the default audience
3. Define feedback and retention policy

Provider fields

Field	Type	Requirement and options
Publishing workflow `publishingWorkflow`	select	Required `author_publish`, `peer_review`, `manager_approval`
Default review interval (days) `defaultReviewDays`	number	Required
Allow reader feedback `allowFeedback`	boolean	Optional
Retention after retirement (days) `retentionDays`	number	Optional

Verify and troubleshoot

Test with the narrowest supported non-production scope. Confirm that the connection test reaches the expected provider and that the preview or receipt matches the intended scope. Check identity, credential references, network access and provider permissions before retrying. Record the failure stage and redact sensitive payloads when escalating.