Search and browse knowledge bases

Find information about how to search and browse QuestionPoint knowledge bases.

• Get started

Get started with knowledge bases in QuestionPoint.
  ◦ About searching and browsing knowledge bases
  ◦ Find a new KB record
  ◦ View the KB records for a question

• Browse knowledge bases

Find information about how to browse knowledge bases in QuestionPoint.
  ◦ Browse knowledge bases
  ◦ Go to the KB browse page
  ◦ KB browse criteria
  ◦ Sort KB browse results
  ◦ View KB browse results

• Search knowledge bases

Find information about how to search knowledge bases in QuestionPoint.
  ◦ Advanced search
  ◦ Basic search
  ◦ Go to a KB search page
  ◦ Search KBs for an answer
  ◦ Tips for searching knowledge bases
  ◦ View KB search results