


KCS Methodology Checklist

In order to adhere to the KCS Methodology you need a professional knowledge base. Your knowledge base should meet each of the following requirements:

	Should allow for the creation of documents	<input checked="" type="checkbox"/>
	Should contain templates for documents	<input checked="" type="checkbox"/>
	Should be able to see history of documents	<input checked="" type="checkbox"/>
	Should allow for troubleshooting and creation of decision trees	<input checked="" type="checkbox"/>
	Articles should be searchable	<input checked="" type="checkbox"/>
	Should allow for role management	<input checked="" type="checkbox"/>
	Should allow for feedback	<input checked="" type="checkbox"/>
	Should contain a reporting functionality	<input checked="" type="checkbox"/>
	Should have a standard interface for incident management	<input checked="" type="checkbox"/>

Are you still looking for the right tool? Knowledge Center is all you need. To get to know the leading knowledge base request a demo today!