

# Knowledgebase Template Must-Haves

A clear, action-oriented title stating the exact purpose of the article

Specific topics around high-volume keywords, popular queries, key products and/or features

A reference or identification code to create a unique ID for each article

Visual aids like screenshots or videos to demonstrate steps more clearly

Cross-links to related content to keep articles concise



## Example Article Template Fields

Article Title:

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Keywords:

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Problem/Issue:

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Steps to Resolve:

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Expected Outcome:

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Resources:

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Related Articles:

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