

# HOW TO BUILD AN EFFECTIVE HELP DESK KNOWLEDGE BASE

## WHAT IS KNOWLEDGE BASE?



A knowledge base (KBase) is an organized repository of relevant data, structured with IT best practices and knowledge gained from practical experiences. A full-fledged KBase will help improve agent productivity and customer satisfaction.

## WHAT ARE THE BENEFITS OF KBASE?



A KBase stores resolutions, workarounds, and best practices that help,

- bring down ticket inflow
- avoid repetitive incident logs
- improve resolution times and first call resolution rates
- maximize self-service portal usage

## HERE ARE SIX STEPS TO BUILD AN EFFECTIVE KBASE

### 01 KEEP YOUR KBASE UP-TO-DATE

- Nominate a knowledge base manager from your team. The manager must own the entire life cycle of KBase articles, from identifying solutions to regularly updating the KBase.
- Include contributions to the knowledge base as a key performance indicator (KPI) for your technicians.

### 02 STRUCTURE YOUR KBASE

- Ensure ease of use and better navigation for end users by organizing articles under categories and subcategories, based on the nature of the issues they solve.
- Maintain consistency in information and design across the KBase with pre-defined.

### 03 DEFINE AN APPROVAL PROCESS

- Ensure reliability and maintain good quality for KBase content by implementing an approval process. The following plan will give you an idea of how to go about it:  
Technician → Domain or Solutions Expert → Knowledge Base Manager.
- Publish solutions to the end users as soon as they're approved.

### 04 ENHANCE THE SEARCH CAPABILITY OF YOUR KBASE

- Improve user satisfaction with better search capability of your KBase by tagging articles with appropriate keywords.
- Provide a clear structure by categorizing every article under problem-specific topics.

### 05 DETERMINE WHO SEES WHAT

- Declutter the KBase for end users and offer what's relevant to them with role-based access to KBase articles.
- Improve technicians' productivity by giving them exclusive access to technically advanced solutions.

### 06 MANAGE YOUR KBASE ARTICLES EFFECTIVELY

- Keep the content updating process flexible by allowing technicians to revert updated articles to their earlier version, if required.
- Maintain KBase content for use at all times with regular back ups.
- Monitor the functionality and quality of your KBase with timely reports on KBase performance and usage.