



Comm100 Knowledge Base

The right answers, to the right people, at the right time

The Comm100 Knowledge Base makes it easy to author, curate, and distribute information to your customers and across your organization. Create how-to articles, technical deep dives, or simple FAQs and make them all accessible through our centralized and searchable platform. Roll out a convenient self-service channel for your customers, or arm your agents with the knowledge and resources they need to provide effective and efficient customer service. **With full control over the look, feel and functionality, you'll have a knowledge management solution that fits any use case.**

Unrivaled design and content flexibility

With an intuitive interface and rich content support, your team can build and maintain knowledge bases with minimal effort and maximum effectiveness. Create your own templates using custom CSS so that your knowledge bases accurately reflect your brand.

Key Features



Create

- Easily create articles with our intuitive WYSIWYG editor
- Publish as many articles as you want
- Use custom CSS to match your knowledge base design to your brand
- Manage all images and videos in the media library
- User permissions to control who can make changes



Manage

- Create different knowledge bases for different audiences
- Organize and manage all articles in the comprehensive article list
- Set public or private status for knowledge bases
- Create unique tags for articles for easy searchability
- Know which article to write next with the suggestion box
- Measure content performance with our detailed analytics
- Powerful filtering by status and tag



Engage

- Suggest top articles as FAQs in the chat window
- Optional visitor side pre-chat KB search
- Display articles inside the live chat window
- Unified with Comm100 agent console
- Convenient one-click search from visitor messages

How do I create an article?

Setting up your knowledge base starts with creating articles. Building a repository of articles is simple by using our WYSIWYG editor. You can also organize your knowledge base articles by category and tag, so that they are easy to find and intuitive to use. Follow the steps below to start.

Step by Step Instructions

1. [Log into](#) your Comm100 account.
2. Click **Articles** from the left menu list under the Knowledge Base product.

3. Click the **New Article** button on the page

Our Team

Search Knowledge Base

setting up knowledge base

[How do I create an article?](#)

Setting up your **knowledge base** starts with creating articles. Building a repository of articles is simple b...

[How do I integrate Comm100's Knowledge ...](#)

The integration between Comm100's **Knowledge Base** and Live Chat allows you to offer a self-servic...

[Can I customize the look of my knowledge ...](#)

Absolutely! Our **Knowledge Base** allows you to fully customize the CSS code of your **knowledge base**, a...

Chat with Agent

Knowledge bases can be searched prior to chat and articles will display as a pop-out to the left of the chat window



The Wrap-up

A robust self-service support channel that's always on, always ready, and always right is a must-have for every organization that's serious about omnichannel customer service. Comm100 Knowledge Base is an amazingly flexible and scalable platform that makes easy work of your self-service – and agent – requirements, no matter how complex they may be.



Let's chat

Comm100 is a leading global provider of omnichannel customer experience solutions with a mission to make online service and support delivery more genuine, more personalized, and more productive through meaningful conversations. Let us show you how.

[Learn more](#)