



Support and Knowledge Base



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Support and Knowledge Base

Pandora ITSM allows managing a Knowledge Base (KB). Its purpose is to keep useful information organized in articles that belong to a certain product, to a category, and so on.

Knowledge Base

Menu Support → Knowledge base → Browse. A filter and summary by category is presented, where you may click on each item to display or, if the category has more than six items, click on a link to list all items in that category.

Listed as above or by applying a filter by choosing a category, each entry in the knowledge base may be viewed by clicking on each name and, if the user has a *superadmin* range, each entry may be edited or deleted.

The screenshot shows the Pandora ITSM Knowledge Base data management interface. At the top, there is a header with the Pandora ITSM logo, the text "ITIL Management System", a search bar, and navigation icons for notifications, help, settings, user profile (admin), and a share icon. The main heading is "Knowledge Base data management" with a sub-heading "1 entries found". Below this is a filter section with four dropdown menus: "Search by keyword" (empty), "Product types" (Any), "Categories" (Articles), and "Language" (English). An "Apply filters" button is to the right. The main content area features a single article card for "KB-2021-1: Centralized Mode: how to configure it, aspects to take into account". The card includes an "Articles" label, a 2-star rating, and "Edit entry" and "Delete" buttons. The article text reads: "As a reminder, the centralized mode allows us to manage from the metaconsole some functionalities of Pandora fms in a more agile and simple way without having to manage node by node. To give a practical example, if we w...". The author is "Default Admin" and the date is "Jan 21, 2021". To the right of the article card is a "Popular entries" section with three entries: "Base de datos de histórico desactualizada, procedimiento actualización", "Centralized Mode: how to configure it, aspects to take into account", and "Удаленные действия, настроенные UDP". A green "Create a KB entry" button with a plus sign is located at the bottom right of the interface.

The list of articles shows the information contained in the article, as well as other information of interest, such as the date of publication, its category or its rating.

If the user is a *superadmin* or [has Knowledge Base access configured](#), the Create a KB entry button

will appear.

Categories

Menu Support → Knowledge base → Categories.

Categories are a way to classify and filter the articles in the knowledge base. The list of categories shows the associated icon, name, category it depends on (if it has a “Parent category”), its description, the number of articles assigned to that category and finally the option to delete it. To edit a category, click on the category name. Category creation has the same interface as editing.

Product Types

Menu Support → Knowledge base → Product types.

Another way to narrow down the classification of a knowledge base item is to refer to a specific product. In this section, the list of products will be shown, together with their details: identifier, icon, name, description and the number of items assigned to that product. There is also the option to delete products. For each line, there is a delete button and to edit it, click on the product name. Product creation presents the same editing interface.

Access Management

Menu Support → Knowledge base → Manage access → Create.

The Knowledge Base section is accessible by all users who have the appropriate permissions in their profile, in order to further refine the access to the content, Pandora ITSM allows to manage the visibility of the KB articles by Product Type and Group.

In this section, group access to certain types of products may be listed.

Once created, access relationships have no editing feature and can only be deleted.

Creating Knowledge Base Articles

Once the necessary categories and type of products are created, the articles that will make up the knowledge base may be created. [Regarding the article list, you may create new articles.](#)

Another way to create articles in the knowledge base is through ticket resolution. This relationship allows, for example, to save the resolution of a problem to check it later for new related cases that arise. Such recorded experience will even make it possible to avoid opening a new incident.

When a ticket changes its status to Closed, a dialog will be displayed, allowing to add the content of that ticket to the knowledge base. Selecting Add to KB will open the article creation form with the ticket data preloaded.

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