The Knowledge Base Handbook

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Welcome to the Knowledge Base Handbook, a complete reference of the system, setup, configuration, customizations, procedures, processes, and policies that implement this help engine and knowledge base system. It is intended for a variety of audiences ranging from internal administrators through content authors to readers. Sections identify the intended audiences for that section. In addition to promoting the ideas of transparency and ubiquitous documentation, a look behind the scenes at the customizations and "innards" that make up the knowledge base may be of interest to readers regardless of background.

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