

---

# Lightning Knowledge Guide

Salesforce, Winter '23

'23





# CONTENTS

<b>Salesforce Knowledge</b> .....	<b>1</b>
Salesforce Knowledge Help and Resources .....	3
Plan Your Knowledge Base in Lightning Experience .....	5
Knowledge Scalability .....	7
Compare Lightning Knowledge with Knowledge in Salesforce Classic .....	9
Lightning Knowledge Limitations .....	10
Knowledge: What's Different or Not Available in the Salesforce Mobile App .....	12
Set Up Lightning Knowledge with a Guided Setup Flow .....	13
Set Up and Configure Lightning Knowledge .....	15
Enable Lightning Knowledge .....	16
Record Type Considerations for Lightning Knowledge .....	16
Page Layout Considerations for Lightning Knowledge .....	17
Lightning Knowledge Home and Record Pages .....	17
Lightning Knowledge User Access .....	19
Article History Tracking (Lightning Experience) .....	21
Define Validation Status Picklist Values .....	22
Set Up Actions to Insert Articles into Channels in Lightning Knowledge .....	23
Set Up Actions to Share Article URLs in Channels and Case Publishers .....	25
Use Your Lightning Knowledge Base .....	26
Search for Knowledge Articles in Lightning Experience .....	26
Authoring Actions in Lightning Knowledge .....	27
Use the Lightning Knowledge Component .....	30
Smart Links to Salesforce Knowledge Articles .....	33
Report on Salesforce Knowledge Articles .....	38
Import Articles to Salesforce Knowledge .....	51
Create a .csv File for Article Import .....	52
Set Article Import Parameters .....	57
Create an Article .zip File for Import .....	58
Article and Translation Import and Export Status .....	59
Support Articles in Multiple Languages .....	60
Work with Articles and Translations .....	62
Publish Articles and Translations .....	69
Translate Articles in Lightning Knowledge .....	70
Archive Articles and Translations .....	71
Set Up Primary Article and Translation Side-By-Side View .....	72
Define Data Categories for Your Lightning Knowledge Articles .....	73
Work with Data Categories .....	74
Create and Modify Category Groups .....	77
Add Data Categories to Category Groups .....	78

## Contents

Filter Articles with Data Category Mapping .....	79
Data Category Visibility .....	80
Sharing for Lightning Knowledge .....	81
Choose the Sharing or Access Model for Lightning Knowledge .....	82
Sharing Considerations for Lightning Knowledge .....	83
<a href="#">Index</a> .....	85


# SALESFORCE KNOWLEDGE

Give your website visitors, clients, partners, and service agents the ultimate support tool. Create and manage a knowledge base with your company information, and securely share it when and where it's needed.

Your Salesforce Knowledge base is built from knowledge articles, which are documents of information. Articles can include information on process, like how to reset your product to its defaults, or frequently asked questions, like how much storage your product supports.

Experienced service agents and internal writers write the articles. The articles are then published and can be used internally or externally in a range of channels. You can publish articles in customer and partner sites and public websites or share articles in social posts and emails. Control where and what information is published or shared based on the article page layouts, user profiles, actions, and other settings.

You can use Knowledge in both Salesforce Classic and Lightning Experience. Orgs new to Knowledge use Lightning Knowledge, which is generally available. If your org already uses Knowledge in Salesforce Classic, consider using the Lightning Knowledge Migration Tool and switching to Lightning Knowledge.

 **Note:** Enabling Lightning Knowledge changes your org's data model to use record types rather than article types. After you enable Lightning Knowledge, you can't disable it. Before enabling Lightning Knowledge, orgs with multiple articles types require data migration to consolidate article types. Test in a sandbox or trial org before enabling in production.

## [Salesforce Knowledge Help and Resources](#)

Find the information you need about Salesforce Knowledge.

## [Plan Your Knowledge Base in Lightning Experience](#)

It's important that you consider your individual company's needs while you develop a strategy for capturing and publishing your support team's expertise. With a robust knowledge base, customers receive service faster or even solve their own issues.

## [Knowledge Scalability](#)

Every Salesforce Knowledge article can have several versions: one draft, one published, and several archived versions, and each of these versions can have multiple translations. Thus, the total number of article *versions* in an org can be much higher than the number of *articles*. When scaling your org, pay attention to both the total number of article versions and edition-specific limits on articles.

## [Compare Lightning Knowledge with Knowledge in Salesforce Classic](#)

Knowledge is available in both Salesforce Classic and Lightning Experience, but there are important differences. Compare Lightning Knowledge with Classic Knowledge and decide if you're ready to enable Lightning Knowledge in your org.

## [Lightning Knowledge Limitations](#)

Welcome to your handy guide to the way things work—or don't—in Lightning Knowledge. Keep these considerations in mind whether you're starting fresh or making the switch to Lightning Knowledge.

## [Knowledge: What's Different or Not Available in the Salesforce Mobile App](#)

## EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and the **Unlimited** Edition with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

## Salesforce Knowledge

### [Set Up Lightning Knowledge with a Guided Setup Flow](#)

The Lightning Knowledge setup flow is a quick way to get your knowledge base started. Whether it's a secure customer portal, part of your public site, or integrated into a public customer Experience Cloud site, your knowledge base is an extension of your service website. Enable Lightning Knowledge, choose article authors, and make a few data category groups. Build the momentum by configuring page layouts, record types, and processes.

### [Set Up and Configure Lightning Knowledge](#)

Enable Lightning Knowledge, create Knowledge record types, customize your record type page layouts, set access for Knowledge users, and create a Lightning Knowledge process.

### [Use Your Lightning Knowledge Base](#)

Search articles, author and manage articles, use the Knowledge component in the Lightning Service Console, and create Knowledge reports.

### [Import External Content into Salesforce Knowledge](#)

You can import your existing external articles or information database into Salesforce Knowledge. If you want to move your content from Classic to Lightning Knowledge, use the Lightning Knowledge Migration Tool.

### [Support Articles in Multiple Languages](#)

With multiple languages for Salesforce Knowledge, you can lower support costs by translating articles into the languages your audience prefers. After selecting your language settings, two translation methods are available: translating articles in-house using the editing tool in the knowledge base, or sending articles to a localization vendor. Different languages can use different methods. For example, you may want to export articles to a vendor for French translations, but assign articles to an internal Knowledge user for Spanish translations.

### [Define Data Categories for Your Lightning Knowledge Articles](#)

Create data categories and data category groups to help Knowledge users and customers find what they need. Some data category information doesn't apply to Lightning Knowledge.

### [Sharing for Lightning Knowledge](#)

Sharing for Lightning Knowledge lets you take advantage of the features you already know, such as organization-wide defaults, access by owner role hierarchies, and criteria-based rules. When you make the switch to sharing for Lightning Knowledge, you can manage article access based on fields within the article instead of data categories.

## SEE ALSO:

[Salesforce Knowledge Help and Resources](#)

# Salesforce Knowledge Help and Resources

---

Find the information you need about Salesforce Knowledge.

## Overview of Salesforce Knowledge

- [Salesforce Knowledge](#)
- [Plan Your Knowledge Base in Lightning Experience](#)
- [Plan Your Knowledge Base in Salesforce Classic](#)
- [Lightning Knowledge Guide](#)
- [Salesforce Knowledge Guide \(Classic\)](#)

## Lightning Knowledge

### Set up Lightning Knowledge

- [Enable Lightning Knowledge](#)
- [Set Up and Configure Lightning Knowledge](#)
- [Record Type Considerations for Lightning Knowledge](#)
- [Page Layout Considerations for Lightning Knowledge](#)
- [Lightning Knowledge Home and Record Pages](#) on page 17
- [Lightning Knowledge User Access](#)

### Use Salesforce Knowledge in Lightning Experience

- [Authoring Actions in Lightning Knowledge](#) on page 27
- [Search Articles in the Global Search Box and the Knowledge Component](#) on page 26
- [Use the Lightning Knowledge Component](#) on page 30
- [Sharing for Lightning Knowledge](#) on page 81

### Migrate from Salesforce Classic to Lightning Knowledge

- [Lightning Knowledge Migration Tool](#)
- [Lightning Knowledge Migration Tool Features and Considerations](#)

## Classic Knowledge

### Set up Classic Knowledge

- [Build Your Knowledge Base in Salesforce Classic](#)
- [Knowledge Article Types](#)
- [Import External Content into Salesforce Knowledge](#)
- [Classic Knowledge User Access](#)
- [Workflow and Approvals for Articles](#)

### Use Your Knowledge Base in Salesforce Classic

- [Search Articles and External Sources on the Knowledge Tab](#)

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

- [Find Knowledge Articles in Salesforce Classic](#)
- [How Does Search Work?](#)
- [Articles or Knowledge Tab](#)
- For searching and viewing Salesforce Knowledge Articles on your Android device, see [Access Salesforce Knowledge Articles with Salesforce for Android](#) (no longer beta) and [Salesforce App Differences from the Full Salesforce Site](#)
- [Create and Edit Articles](#)
- [Publish Articles and Translations](#)
- [Report on Salesforce Knowledge Articles](#)

## Trailhead

- [Knowledge Basics \(Lightning\)](#)
- [Knowledge Basics \(Classic\)](#)
- [Knowledge Search Basics \(Classic\)](#)

## Define Data Categories for Your Salesforce Knowledge Articles

- [Work with Data Categories](#)
- [Create and Modify Category Groups](#)
- [Add Data Categories to Category Groups](#)

## Translate Salesforce Knowledge Articles

- [Work with Articles and Translations](#)
- [Support a Multilingual Knowledge Base](#)
- [Translate Articles in Salesforce Classic](#)
- [Export Articles for Translation](#)
- [Import Translated Articles](#)
- [Set Up Primary Article and Translation Side-By-Side View](#)

## Share Your Salesforce Knowledge Base

- [Find, Attach, and Email Articles with the Case Feed Articles Tool \(Classic\)](#)
- [Enable Salesforce Knowledge in Your Community \(Classic\)](#)
- [Use Knowledge with Chat \(Classic\)](#)

## Knowledge and the Salesforce Mobile App

- [What's Available in Each Version of the Salesforce Mobile App](#)
- [Customer Service Features: What's Not Available in the Salesforce Mobile App](#)



## Develop with Salesforce Knowledge

- The [Salesforce Knowledge Developers Guide](#) has specific development information for Salesforce Knowledge along with tutorials and examples.
- The [REST API Developer Guide](#) has information on supporting articles with the REST API.
- The [SOAP API Developer Guide](#) has information on the [Knowledge](#), including guidelines, objects, and calls.
- The [Metadata API Developers Guide](#) has information on Salesforce Knowledge Metadata API objects.
- The [Visualforce Developers Guide](#) has information on Salesforce Knowledge Visualforce components.
- The [Lightning Platform Apex Code Developers Guide](#) has information on the Apex `KnowledgeArticleVersionStandardController` Class.

## Plan Your Knowledge Base in Lightning Experience

It's important that you consider your individual company's needs while you develop a strategy for capturing and publishing your support team's expertise. With a robust knowledge base, customers receive service faster or even solve their own issues.

Consideration	Further Information
What types of articles and information do you want to include in the knowledge base?	<a href="#">Set Up and Configure Lightning Knowledge</a> , <a href="#">Record Type Considerations for Lightning Knowledge</a> , <a href="#">Page Layout Considerations for Lightning Knowledge</a> , <a href="#">Custom Fields on Articles</a>
Who can write the articles? Who needs access to read the information?	<a href="#">Lightning Knowledge User Access</a> , <a href="#">Authoring Actions in Lightning Knowledge</a>
Do you need to categorize your information?	<a href="#">Work with Data Categories</a> , <a href="#">Data Category Visibility</a>
Do you need to enhance search?	<a href="#">Improve the Article Search Experience</a> , <a href="#">Enable Topics for Articles</a>
Do you need workflow or approval processes to manage article creation and publication?	<a href="#">Workflow and Approvals for Articles</a> , <a href="#">Validation Rules</a>
Do you have an existing Knowledge base or documentation that you need to import?	<a href="#">Import Existing Information into Salesforce Knowledge</a>
Are you supporting more than one language?	<a href="#">Support a Multilingual Knowledge Base</a>
Do you need agents to follow articles in Chatter?	<a href="#">Feed Tracking</a>
Do you need to share your knowledge base externally?	<a href="#">Give Customers Access to Your Knowledge Base Through Help Center</a>
Do you need guidelines, resources, and current discussions on the evolving world of knowledge orientated service?	Salesforce Knowledge is "KCS Verified" by the Consortium for Service Innovation, which recognizes best practices in customer support methodologies. By implementing <a href="#">Knowledge-Centered Support (KCS)</a> features,

### EDITIONS

Available in: Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

Consideration	Further Information
	you can create more efficient collaboration within your team and provide pertinent and accurate information to your customers.

Consider the following tips when planning and using Salesforce Knowledge:

- Create [synonym groups](#) in Salesforce Knowledge. Synonyms are words or phrases that are treated as equivalent in article searches, letting you optimize search results.
- Before setting up data categories, carefully plan your category groups and their hierarchies. Also, consider how your category hierarchy maps to your role hierarchy. For more information, see [Data Category Visibility](#).
- Create [custom reports](#) on your Salesforce Knowledge data. You can also install the *Knowledge Base Dashboards and Reports* app from the AppExchange to receive over two dozen helpful reports.
- Multiple agents can edit the same article at the same time. If that occurs, your changes can be overwritten by a colleague without warning, even if you save your work frequently. To avoid accidental data loss, instruct all users who edit articles to edit only the articles they're assigned.
- Review your usage regularly to avoid storage shortages: from Setup, enter *Storage Usage* in the Quick Find box, then select **Storage Usage**.
- Public knowledge base users cannot rate articles.
- [Salesforce Files](#) allows agents to attach documents to articles.
- You will lose your data if you convert a custom field on an article type into any other field type. Do not convert custom fields unless no data exists for the field.
- When renaming Salesforce Knowledge labels note that standard field names, like Title and URL Name, are fixed. You can't change the labels for these fields on the article create and edit pages. If the organization is set to another language, these fields remain in the fixed label for that language.
- The Salesforce Knowledge search engine supports lemmatization, which is the process of reducing a word to its root form. With lemmatization, a search can match expanded forms of a search term. For example, a search for *running* matches items that contain *run*, *running*, and *ran*.
- Make sure that you have a clear understanding of how record types affect your knowledge base, and how to use them to display different layouts for different articles. For more information, see [Record Type Considerations for Lightning Knowledge](#)
- Determine if you need to create automation for some of your record types. Automation can include quick actions, process builder, or flows. For example, you can create a rule that sends an email to an article manager when an agent creates an article from a closed case.
- Determine if you need to create approval processes for some of your record types. For example, if you have a type of article that must have legal and management approval before it can be published externally, create an approval process for the article type. For more information, see [Workflow and Approvals for Articles](#).

## Knowledge Base Allocations by Edition

The following table lists the total number of languages, articles, and versions per article permitted for each Salesforce edition. For orgs created before the Spring '18 release, the default limit for all editions is 16 languages. To request an extension for these allocations, contact Salesforce support.

 **Note:** Salesforce won't extend an allocation to match that of an edition with a higher limit.

Edition	Article, Version, and Language Allocations
Essentials	500 articles, 10 versions per article, 1 language
Professional	500 articles, 10 versions per article, 1 language
Enterprise	50,000 articles, 10 versions per article, 5 languages
Developer	50,000 articles, 10 versions per article, 5 languages
Unlimited	150,000 articles, 10 versions per article, 10 languages

The default maximum number of total versions per org is 10 million for all editions. Limits on versions retained per article don't include versions linked to objects such as cases, work items, and undeletable lookup fields. So, for example, an article might have 25 versions, even if the default limit is 10 versions per article, if 15 of those versions are linked to cases. However, versions attached to objects such as cases count towards the total number of versions per org.

SEE ALSO:

[Knowledge Scalability](#)

## Knowledge Scalability

Every Salesforce Knowledge article can have several versions: one draft, one published, and several archived versions, and each of these versions can have multiple translations. Thus, the total number of article *versions* in an org can be much higher than the number of *articles*. When scaling your org, pay attention to both the total number of article versions and edition-specific limits on articles.

Each Salesforce edition has its own limits on Knowledge articles, versions, and language translations.

Also, all editions share a maximum limit of total article versions allowed. Keep all of these limits in mind when scaling your org.

The total number of Knowledge articles in an org is calculated as follows.

**Total # of versions = (# of articles) x (# of retained<sup>1</sup> versions per article) x (# of translations per version)**

For example, if you have 100,000 articles, each with a total of 5 versions (1 draft, 1 published, 3 archived), and 5 translations of each of those versions, you have 2,500,000 total article versions.

So in calculating your capacity needs, and determining which edition you need, think *versions*. Do you have a multilingual customer base with lots of translations? Do you have a rigorous editing process with many drafts? Do you keep archived versions of articles around for a long time?

## Knowledge Base Allocations by Edition

The following table lists the total number of languages, articles, and versions per article permitted for each Salesforce edition. For orgs created before the Spring '18 release, the default limit for all editions is 16 languages. To request an extension for these allocations, contact Salesforce support.

 **Note:** Salesforce won't extend an allocation to match that of an edition with a higher limit.

<sup>1</sup> "Retained" articles can include not just versions you've created, but versions attached to other objects, such as cases or work items.

Edition	Article, Version, and Language Allocations
Essentials	500 articles, 10 versions per article, 1 language
Professional	500 articles, 10 versions per article, 1 language
Enterprise	50,000 articles, 10 versions per article, 5 languages
Developer	50,000 articles, 10 versions per article, 5 languages
Unlimited	150,000 articles, 10 versions per article, 10 languages

The default maximum number of total versions per org is 10 million for all editions. Limits on versions retained per article don't include versions linked to objects such as cases, work items, and undeletable lookup fields. So, for example, an article might have 25 versions, even if the default limit is 10 versions per article, if 15 of those versions are linked to cases. However, versions attached to objects such as cases count towards the total number of versions per org.

## Monitoring Article and Version Counts

To see how many versions and articles you have:

1. Go to Settings.
2. In the Search box, type *Storage Usage*.
3. Select **Storage Usage**.

Record Type	Record Count	Storage	Percent
Opportunities	31	62 KB	15%
Cases	27	54 KB	13%
Leads	22	44 KB	11%
Contacts	20	40 KB	10%
Nav Items	18	36 KB	9%
Campaigns	4	32 KB	8%
Accounts	12	24 KB	6%
Quote Template Rich Text Data	12	24 KB	6%
Access	12	24 KB	6%
Badges	12	24 KB	6%
Solutions	10	20 KB	5%
Electronic Media Groups	5	10 KB	2%
System Streaming Channels	2	4 KB	1%
Knowledge Versions	2	4 KB	1%
Last Used App	1	2 KB	0%
Knowledge	1	2 KB	0%
Photos	4	0 B	0%

The total number of versions in the org is listed under "Knowledge Versions." The number of articles in the org is listed under "Knowledge."

SEE ALSO:

- [Plan Your Knowledge Base in Lightning Experience](#)
- [Data and File Storage Allocations](#)

## Compare Lightning Knowledge with Knowledge in Salesforce Classic

Knowledge is available in both Salesforce Classic and Lightning Experience, but there are important differences. Compare Lightning Knowledge with Classic Knowledge and decide if you're ready to enable Lightning Knowledge in your org.

Lightning Knowledge has changed the way Knowledge works in Salesforce. For example, standard record types replace article types, and the Knowledge component for Lightning Service Console replaces Knowledge One for the Service Console in Salesforce Classic.

Let's compare Knowledge in Salesforce Classic and Lightning Experience.

Feature	Classic Knowledge	Lightning Knowledge
Access and permissions	CRUD, profile permissions, page layouts, and custom article actions per public group	CRUD, profile permissions, and page layouts
Files	Files are attached in custom file fields	Files are stored in the standard Files object and attached in the Files related list
Object home	Knowledge One and Article Management tab	Knowledge home page with list views
Page layouts	Fields only, per article type and user profile	Fields, actions, and related lists, per record type and user profile
Record home (articles)	Custom record home	Default Record Home and Record Home that is configurable via the Lightning App Builder
Setup	Salesforce Classic Setup	Lightning Knowledge Setup
Sharing	Sharing by data category	Standard Salesforce sharing is also available
Types of articles	Article Types	Standard Record Types
Use Knowledge in the console	Add Knowledge One to the Service Console	Add the Lightning Knowledge component via the Lightning App Builder

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

#### SEE ALSO:

[Sharing Considerations for Lightning Knowledge](#)

[Lightning Knowledge Migration Tool](#)

## Lightning Knowledge Limitations

Welcome to your handy guide to the way things work—or don't—in Lightning Knowledge. Keep these considerations in mind whether you're starting fresh or making the switch to Lightning Knowledge.

Knowledge in Lightning Experience works differently than Knowledge in Salesforce Classic. Enabling Lightning Knowledge changes your Salesforce org's data model to use record types rather than article types. After you enable Lightning Knowledge, you can't disable it.

To move from Classic Knowledge to Lightning Knowledge, use the Lightning Knowledge Migration Tool. Before running the migration tool in your production org, test the migration in a recently refreshed full-copy sandbox. Verify all customizations and integrations to Knowledge. A carefully prepared migration plan minimizes the impact on production during migration.

### Important Considerations for Enabling Lightning Knowledge

- To move your knowledge base from Classic Knowledge into Lightning Knowledge, use the [Lightning Knowledge Migration Tool](#). Keep in mind that the migration process requires manual steps and verification. It's possible that some of your data doesn't migrate over. To enable the migration tool in sandbox or production, contact Salesforce support.
- Permissions and user access work differently in Lightning Knowledge. See [Lightning Knowledge User Access](#). When Lightning Knowledge is enabled, user profile permissions replace [article actions with public groups](#). For Knowledge in Salesforce Classic, you can assign independent object permissions for each article type. In Lightning Knowledge, article types are consolidated in the Knowledge object. You can use sharing for Lightning Knowledge to assign independent permissions based on the record type to user profiles.
- To delete archived articles in a Lightning Knowledge–enabled org, you must have the Modify All permission.
- After you enable Lightning Knowledge, the Article Type field is no longer accessible via SOQL or the API, which affects custom code that queries for the ArticleType.
- Delete any installed packages that contain article types before enabling Lightning Knowledge.
- Lightning Knowledge doesn't support federated search. Switch to Salesforce Classic.
- Lookup searches in Classic find Knowledge records (articles) of any Publish status: Draft, Published, or Archive. But in Lightning, Lookup searches find only published Knowledge records.
- If your org currently has a Visualforce tab named Knowledge, you get an Insufficient Privileges error when trying to access the Knowledge tab in Lightning Knowledge. To avoid this error, rename or delete your existing Visualforce tab or rename your Knowledge object.
- Files in custom File fields in Salesforce Classic aren't supported in Lightning Experience. Instead, use the Files related list in Lightning Experience. Use the Lightning Knowledge Migration Tool to move Files from File fields to the Files object and related lists in Lightning Experience.
- URL formats for articles differ between Classic and Lightning Knowledge. In Lightning Knowledge, the URL contains the Knowledge Article Version ID and other parameters. In Classic Knowledge, the URL contains the Knowledge Article ID.
- You can't use the Public Knowledge Base package (PKB) in Lightning Knowledge. You can share Lightning Knowledge articles in [Experience Cloud](#) and Salesforce Sites. Use Help Center to share articles with unauthenticated users.
- You can have up to 100 links to different Salesforce Knowledge articles in one rich text field.

#### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

## General Usage Limitations for Lightning Knowledge

- Some authoring actions work differently or aren't available in Lightning Knowledge.
  - You can't remove a published article while editing it. Instead, the article remains published while you edit the new version as a draft. You can archive the article to remove it, then restore and edit a draft.
  - Archiving can't be scheduled for a future date. You can create a Flow to periodically archive articles based on a date field.
  - Articles don't contain a notification when you schedule publication for a future date. You also can't see a list of articles that are scheduled for publication in Lightning Knowledge, and you can't cancel a scheduled publication.
- The Printable View action isn't available in Lightning Knowledge.
- For articles with more than 30 versions, the versions above 30 show in Salesforce Classic but not in Lightning Experience.
- Data categories don't show in Knowledge list views in Lightning Experience or Salesforce Classic. As a workaround, you can create reports that filter articles by data category.
- You can see vote information in the ratings component only if there's a published version of the article. So you can't see votes for archived articles because no published version exists.
- When articles are exported for translation, the files attached to them aren't exported. Files are also not imported as attached Files when Articles translations are reimported after translation is complete.
- The Tab and Table of Contents article views aren't supported.
- Hovering on the status of a translation doesn't show related information such as the date submitted.
- You can't unlock article records that are in an approval process.
- You can't use macros with Knowledge articles.
- Before December 2017, when knowledge articles were authored with images in Lightning Experience, only the author could view the images. Other users with Read permission enabled for Knowledge articles didn't see the images. As of December 2017, the issue was remedied. Photos uploaded from December 2017 forward are visible to all users with Read permission enabled. Photos uploaded before December 2017 must be uploaded again.
- Star ratings aren't supported in Lightning Knowledge. Currently, only thumbs up and thumbs down ratings are supported in Lightning Experience. Star ratings in existing Salesforce Classic orgs are automatically converted to thumbs up ratings in Lightning Experience. Ratings of 3, 4, and 5 stars become a thumbs up, and 1 or 2 star ratings become thumbs down.
- You can't remove a published translation while editing it. Instead, the translation remains published while you edit the new version as a draft.

## Limitations for Lightning Knowledge with Cases

- The option to create an article when closing a case is available only in Salesforce Classic. In Lightning Experience, you can create an article from the Knowledge component. You can also [create a quick action](#) that makes a draft and maps fields from the case into the new article. Then, you add the quick action to the case layout.
- Articles created from the Knowledge component don't link to the case automatically.
- When a case's subject changes, the update must be saved before the suggested article list in the Knowledge component refreshes.
- The case feed in Lightning Experience doesn't support Knowledge actions. As a workaround, use the actions from the related list of articles or from the suggested articles list in the Knowledge component. Actions don't show if the related list is in a narrow column, but you can click View All.
- The action that attaches a PDF of an article to a case email isn't available in the Knowledge component in Lightning Experience.

## Console Limitations for Lightning Knowledge

- The Knowledge footer isn't in the Lightning Service Console. Instead, add the Knowledge component to any object's record home page. You can also create a global action or an object-specific quick action to create a knowledge article from any object. However, suggested articles and related actions are available only with cases.
- You can't pop out the Knowledge component and drag it to a new screen.

## Limitations in Salesforce Classic After Enabling Lightning Knowledge

These items aren't available in Salesforce Classic after enabling Lightning Knowledge.

- Knowledge list views are available only in Lightning Experience.
- Search for article types isn't available in Lightning Experience or Salesforce Classic because record types replace article types.
- Setting a default record type for new articles. The default setting works in Lightning Knowledge. In Salesforce Classic, users can change the record type manually.
- Filtering a search by Knowledge record types is available only in Lightning Experience.
- Filtering a search by Archived Articles is available only in Lightning Experience (except through Article Management, which is available in Salesforce Classic only).
- Files in the Files related list in Lightning Experience aren't displayed in Salesforce Classic.
- The following items aren't available on the Knowledge article record page in Salesforce Classic:
  - Page layout selections for actions and related lists
  - Two-column page layouts
  - Some actions, such as Change Record Type
- Picklist values assigned to only one record type in Knowledge objects aren't visible on records in Salesforce Classic.

## Limitations for Using Lightning Knowledge with Other Salesforce Products

- Knowledge articles can't be inserted into macros.
- If you use Salesforce for Android or iOS, recent articles aren't displayed on object home.
- Because Title and URL Name fields are required, you can't remove them from a page layout. Experience Cloud sites use page layouts to display Lightning Knowledge articles, so you can't remove required fields from Experience Cloud sites.

## Knowledge: What's Different or Not Available in the Salesforce Mobile App

---

### Salesforce Knowledge Articles

Articles are supported in the Salesforce for Android and Salesforce for iOS apps, version 8.0 or later, with these limitations:



Issue	Android Downloadable App, v8.0 or later	iOS Downloadable App, v10.0 or later
Only published articles are available—not draft or archived articles.	■	■
Articles can't be created, edited, translated, or archived.	■	■
Articles can't be linked to cases. (But links that are set up from the desktop site can be viewed on the Related tab.)	■	■
Smart links aren't supported.	■	■
Article ratings aren't supported.	■	■
Tables are sometimes cut off on the right side when included in article rich text fields.	■	
Compact layouts display the article type API name instead of the article type name. So users see the article type API name in the highlights area when viewing an article.	■	■
When searching from the Articles home page, only articles in the user's language are returned and only if that language is an active Knowledge language (from Setup, <b>Customize</b> > <b>Knowledge</b> > <b>Knowledge Settings</b> ). To see articles in another language, users can change to an active Knowledge language. From <b>My Settings</b> , use the Quick Find search box to locate the Language & Time Zone page.	■	■
In global search, search results show articles in the language specified for the device, regardless of the active Knowledge language.	■	
Filtering search results by data categories, article type, validation status, or language isn't available.	■	■
In global search, articles don't appear in the list of recent records.	■	■
In global search results, search highlights and snippets don't appear.	■	■
These features are available in all versions of the Salesforce mobile app when searching from the Articles home page.		
Knowledge articles aren't available when accessing Experience Cloud sites via the Salesforce mobile app.	■	■

## Set Up Lightning Knowledge with a Guided Setup Flow

The Lightning Knowledge setup flow is a quick way to get your knowledge base started. Whether it's a secure customer portal, part of your public site, or integrated into a public customer Experience Cloud site, your knowledge base is an extension of your service website. Enable Lightning Knowledge, choose article authors, and make a few data category groups. Build the momentum by configuring page layouts, record types, and processes.

You can embed Lightning Knowledge in the console so that your support agents can easily find, access, and deliver the right answers to customers. Agents can also contribute to the knowledge base, ensuring that the best answers are always accessible to the whole team.


### EDITIONS

Service Setup is available in Lightning Experience

Available in: All editions with the Service Cloud

 **Important:** After you enable Lightning Knowledge, you can't disable it.

## Where to Access the Setup Flow

This flow is available from Service Setup in Lightning Experience. You can get to Service Setup by clicking  and selecting Service Setup.


In Service Setup, you can find recommended setup flows, content, and tips based on what you've set up already. If you don't see the setup flow you're looking for, you can click View All to see the full list.

Select the tile to launch the flow.

## What Does This Flow Do?

In this setup flow, we walk you through:

- Enabling Lightning Knowledge
- Choosing knowledge article authors
- Creating data categories and data category groups

 **Tip:** Data Category Groups help you classify and find articles. You can use data categories to control access to a set of articles, questions or ideas.

We also turn on several things in the background during the setup flow.


### Enabling Lightning Knowledge

We enable Lightning Knowledge during the flow, which can't be undone. Don't worry about this if you've never used Knowledge before and you're ready to dive in on Lightning Experience.

Lightning Knowledge is different from Salesforce Knowledge in Salesforce Classic, so if you already use Salesforce Classic, some planning is required. Make sure that you know and understand what changes and what works differently when you switch.

### Default Page Layouts and Record Types

A default FAQ page layout and record type is auto-enabled in the setup flow. The page layout determines how the articles are displayed. By doing this step, you are associating the page layout and record types. After completing the flow, you can go to the Object Manager to create or modify your page layouts.

 **Note:** If you created a page layout and record type before starting the Lightning Knowledge setup flow, we don't create new ones in the setup flow. The integrity of your initial settings isn't altered.

### Knowledge Permission Sets

Your selected authors get full read, write, and publishing access through the Knowledge LSF permission set, and access to the Knowledge Object.

The setup flow auto-enables the page layout and record type for these profiles. Everyone whom you designate an author gets a Knowledge User License.

The setup flow grants data category visibility to profiles selected on the Choose Author screen.

# Set Up and Configure Lightning Knowledge

Enable Lightning Knowledge, create Knowledge record types, customize your record type page layouts, set access for Knowledge users, and create a Lightning Knowledge process.

## [Enable Lightning Knowledge](#)

Enable Lightning Knowledge to use your Knowledge base in Lightning Experience. After you enable Lightning Knowledge, you can't disable it.

## [Record Type Considerations for Lightning Knowledge](#)

Different content has different needs. For example, your FAQ pages are different from your tutorials, which are different from your policy statements. A record type controls an article's content and layout. Create different record types to distinguish Knowledge articles. In Lightning Knowledge, standard record types replace custom article types.

## [Page Layout Considerations for Lightning Knowledge](#)

A page layout determines which fields agents can view and edit when entering data for an article. It also determines which sections appear when users view articles. You can customize the fields, actions, and related lists for each record type and user profile with page layouts.

## [Lightning Knowledge Home and Record Pages](#)

Search, view, create, and manage articles on the Knowledge home page in Lightning Experience.

You can perform several authoring actions without leaving Knowledge home. For example, you can restore, archive, delete, publish, and submit articles for translation or approval.

## [Lightning Knowledge User Access](#)

Give your knowledge agents access to articles in Lightning Knowledge. Specify which agents in your company are Salesforce Knowledge users and can create, edit, archive, and delete articles. Create user profiles with the appropriate user permissions, and then assign users to these profiles.

## [Article History Tracking \(Lightning Experience\)](#)

Track the history of certain fields in articles. If you have history tracking enabled, open an article and click **Version** to see a version history list. You can also set tracking for the article type and track the full history of an article and its versions. Article events are tracked for up to 18 months.

## [Define Validation Status Picklist Values](#)

When the `Validation Status` field is enabled on the Knowledge Settings page, you can create picklist values that show the state of the article. For example, values could be `Validated`, `Not Validated`, or `Needs Review`.

## [Set Up Actions to Insert Articles into Channels in Lightning Knowledge](#)

With the Lightning Knowledge component and related list actions, agents can directly embed article content into the body of customer emails and in social, chat, and messaging conversations. Create a communication channel mapping to choose which article fields are included for each record type and channel. Your customers can access article summaries without going to a website. With permissions, some agents can choose to share internal articles—so they don't have to copy and paste articles that aren't published or are used internally—, while other agents share only published, external articles.

## [Set Up Actions to Share Article URLs in Channels and Case Publishers](#)

Agents can insert links to articles from a Salesforce Site or Experience Cloud sites into the case feed. In Lightning Experience, your agents can share article URLs in email, social posts, and chat and messaging conversations. In Salesforce Classic, your team can send article URLs in the email, social, and Experience Cloud publishers.

## EDITIONS


Available in: Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.


Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

## Enable Lightning Knowledge

Enable Lightning Knowledge to use your Knowledge base in Lightning Experience. After you enable Lightning Knowledge, you can't disable it.

 **Note:** If Knowledge in Salesforce Classic is already enabled in your org, use the [Lightning Knowledge Migration Tool](#) instead of enabling Knowledge here.


1. From Setup, enter *Knowledge* in the Quick Find box and click **Knowledge Settings**.
2. On the Knowledge Settings page, click **Edit**.
3. Select **Enable Lightning Knowledge**.

 **Note:** To enable Lightning Knowledge, you must have one article type. After you enable Lightning Knowledge, you can't disable it.

4. Enable any other Knowledge settings that you want.
5. Click **Save**.

After Lightning Knowledge is enabled, **Knowledge** appears in the Object Manager. This is where you control your Lightning Knowledge settings and page layouts.

Whenever you change the name and API name of your Knowledge Base in Object Manager, we recommend that you do a hard refresh of your browser to avoid server errors. Changing the knowledge base name also affects customizations, Apex, and SOQL queries.

 **Important:** Enabling Lightning Knowledge changes your Org's data model to use record types rather than article types. Orgs with multiple articles types require data migration to consolidate article types before enabling Lightning Knowledge. Remember, after you enable Lightning Knowledge, you can't disable it. Test in a Sandbox or Trial org before enabling in production.

## Record Type Considerations for Lightning Knowledge

Different content has different needs. For example, your FAQ pages are different from your tutorials, which are different from your policy statements. A record type controls an article's content and layout. Create different record types to distinguish Knowledge articles. In Lightning Knowledge, standard record types replace custom article types.

When you build your knowledge base, plan how to get the most from your record types by customizing profiles, page layouts, and other features.

- [Create Record Types](#)
- [Customize Page Layouts](#)
- [Page Layout Considerations for Lightning Knowledge](#)
- [Lightning Knowledge User Access](#)

SEE ALSO:

- [Tailor Business Processes to Different Users Using Record Types](#)
- [Create Custom Fields](#)

### EDITIONS

Available in: Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To view Knowledge Settings in Setup:

- Knowledge User license

### EDITIONS

Available in: Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.


Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

## Page Layout Considerations for Lightning Knowledge

A page layout determines which fields agents can view and edit when entering data for an article. It also determines which sections appear when users view articles. You can customize the fields, actions, and related lists for each record type and user profile with page layouts.

You can use a page layout to customize fields, actions, and related lists for each record type and user profile. For example, when sensitive data is involved, you can customize a page layout by user profile. Then only agents assigned the user profile can see sensitive fields in the article.

Consider these tips when you configure page layouts for Knowledge.


- Authoring actions that you add to the Salesforce Mobile and Lightning Experience Actions section of the page layout appear in the highlights panel on record pages in Lightning Experience and the Salesforce mobile app.
- To use inline edit with Knowledge, add the Publication Status field to your standard page layout. The Publication Status field must be in the standard page layout, not in a compact layout. However, the field can appear in both the standard and compact layouts.
  -  **Tip:** If the Publication Status field is in a collapsed layout section, you must expand the section to load the edit icons before you can use inline editing. To increase the accessibility of inline editing, add the Publication Status field to a layout section that is likely to always be open.
- The Title and URL Name standard fields are required. You can't remove them from the layout.
- To control which audiences can view an article, add these fields to the page layout: Visible in Internal App; Visible to Customer; Visible to Partner; and Visible in Public Knowledge base. The fields appear as checkboxes in the record.

SEE ALSO:

[Page Layout Tips](#)

## Lightning Knowledge Home and Record Pages

Search, view, create, and manage articles on the Knowledge home page in Lightning Experience. You can perform several authoring actions without leaving Knowledge home. For example, you can restore, archive, delete, publish, and submit articles for translation or approval.

-  **Note:** Create and customize the Lightning Knowledge home page to access Knowledge in Lightning Experience. If you turned on Lightning Knowledge in Spring '17 or later, the Lightning Knowledge home page is created for you.

### Knowledge Home

Lightning Knowledge home uses the same list views that you enjoy elsewhere in Salesforce. By default, you have list views for drafts, published articles, and archived articles. Don't forget to customize your list views to select which fields you want to display and sort with. For custom list views, you can't choose fields that aren't on the article record. So data categories, ratings, view count, and cases aren't available fields for your list views.

#### EDITIONS

Available in: Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

#### USER PERMISSIONS

To customize page layouts:

- Customize Application

#### EDITIONS

Available in: Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

By default, list views in Lightning Experience show all available languages. When Lightning Knowledge is enabled, list views in the Article Management tab in Salesforce Classic show articles in the user's language by default, or the primary language for Knowledge if the user's language isn't available.

## Article Record Pages

Use the Lightning App Builder to configure the default record page to match your users' workflow. Your Lightning page consists of article page layouts and the components you choose for your users.

In addition to standard components, you can use components built by partners and developers from AppExchange. You can even build your own components. With Lightning pages, you can move the ratings, versions, data category, and translation components to the areas of the page that work best for your users.

You can add these components to your record pages.

### Article Data Categories

Users with permission to manage data categories can change an article's categories.

### Article Thumb Vote (Ratings)

Collect feedback with thumbs-up and thumbs-down ratings. Automatically enabled.

### Article Version Comparison

Compare two versions of an article to [see the differences](#).

### Article Versions

Select Track Field History and Set History Tracking in the Object Manager. These options make the article version history and field changes available for Knowledge users to view in the Article Versions component.

### Files

Add the Files related list in your record type page layout.

### Translation Primary Article

Show the primary article and translation in the same page layout to assist translators. You can set visibility conditions so only translators and knowledge base managers see the [side-by-side view](#).

### Translation Switcher

Give translators and administrators an easy way to switch between draft and published versions of an article in all languages.

SEE ALSO:

[Authoring Actions in Lightning Knowledge](#)

## Lightning Knowledge User Access


Give your knowledge agents access to articles in Lightning Knowledge. Specify which agents in your company are Salesforce Knowledge users and can create, edit, archive, and delete articles.

Create user profiles with the appropriate user permissions, and then assign users to these profiles.

User permissions control access to different tasks in Salesforce Knowledge. By default, all internal users with Read permission can read published articles. Assign permissions to agents and authors who publish, archive, delete, and manage articles.

Use permission sets or custom profiles to give agents, authors, and other users the Knowledge access they need. For example, you can create a permission set named Article Manager that includes the permissions to create, edit, publish, and assign articles. You can then create a Knowledge Base Manager profile with permission to archive and delete articles.

To see categories associated with Draft articles, standard Users must have permissions for Knowledge User and Manage Article.

 **Tip:** Lightning Knowledge uses user profile permissions or permissions sets to give agents access to authoring actions. In contrast, Knowledge in Salesforce Classic uses public groups and article actions.

Some licenses, like the Knowledge Only User license, require the AllowViewKnowledge permission on the user's profile. To give a user this permission, activate the permission on a cloned profile and assign the cloned profile to the user.

 **Note:** To do more than read articles, agents need the Knowledge User license.

1. From Setup, enter *users* in the Quick Find box, then select **Users**.
2. Click **Edit** next to the user's name, or click **New** to create a user.
3. If you're creating a user, complete all the required fields.
4. Select **Knowledge User**.
5. Click **Save**.

This table lists the required profile and object permissions for authoring tasks. For permissions in Salesforce Classic, see [Classic Knowledge User Access](#).

### EDITIONS

Available in: Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional, Enterprise, Performance, and Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To create or edit users:

- Manage Internal Users

To assign Knowledge permissions:

- Customize Application AND Manage Salesforce Knowledge

**Table 1: Lightning Knowledge Permissions**

Lightning Knowledge Task	User Permissions	Knowledge Object Permissions
Read and search published knowledge articles	Allow View Knowledge	Read
Read and search draft knowledge articles	Allow View Knowledge, View Draft Articles	Read
Read and search archived knowledge articles	Allow View Knowledge, View Archived Articles <sup>2</sup>	Read
Attach published articles to cases and search articles	Allow View Knowledge	Read on Knowledge, Read and Edit on Case

<sup>2</sup> The View Archived Articles permission controls access only to articles where the latest or current version is archived. Read permission for Knowledge allows users to view past archived versions associated with articles currently in Published status.

<b>Lightning Knowledge Task</b>	<b>User Permissions</b>	<b>Knowledge Object Permissions</b>
Create articles	Manage Articles	Create, Read
Edit draft articles	Manage Articles	Read, Edit
Delete draft articles	Manage Articles	Read, Edit, Delete
Change the record type	Manage Articles	Create, Read, Edit
Change the article owner	Manage Articles	Read, Edit
Be an article owner	View Draft Articles	Read, Edit
Publish articles	Manage Articles, Publish Articles	Create, Read, Edit, Delete
Archive articles	Manage Articles, Archive Articles	Create, Read, Edit, Delete
Restore archived articles	Manage Articles, Archive Articles	Create, Read, Edit
Delete archived articles	Manage Articles, Archive Articles	Modify All
Assign articles	Manage Articles	Read, Edit
Edit published articles	Manage Articles	Create, Read, Edit
Submit articles for translation	Manage Articles, Article Translation–Submit for Translation	Create, Read, Edit
Delete draft translations	Manage Articles	Read, Edit, Delete
Edit translations	Manage Articles, Article Translation–Edit	Read, Edit
Publish translations	Manage Articles, Article Translation–Publish	Create, Read, Edit, Delete
Import articles	Manage Salesforce Knowledge, Manage Articles, Manage Knowledge Article Import/Export	Create, Read, Edit, Delete
Import and export articles for translation	Manage Salesforce Knowledge, Manage Articles, Manage Article Import/Export	Create, Read, Edit, Delete
Create data categories	Manage Data Categories, View Data Categories in Setup	None



## Article History Tracking (Lightning Experience)

Track the history of certain fields in articles. If you have history tracking enabled, open an article and click **Version** to see a version history list. You can also set tracking for the article type and track the full history of an article and its versions. Article events are tracked for up to 18 months.

The system records and displays field updates, publishing workflow events, and language versions for the primary article and any translations. When you track old and new values, the system records both values as well as the date, time, nature of the change, and the user who made the change. When you track only the changed values, the system marks the changed field as edited. It doesn't record the old and new field values. This information is available in the Version History list, and the fields are available in the Article Version History report.

Article history respects field, entity, and record-level security. You must have at least Read permission on the article type or the field to access its history. For data category security, Salesforce determines access based on the categorization of the online version of an article. If there is no online version, then security is applied based on the archived version, followed by the security of the draft version.

1. From Setup, go to the Object Manager.
2. Select **Knowledge**.
3. On the Knowledge object home, click **Edit**.
4. Check the **Track Field History** checkbox.
5. Save your changes.

Salesforce begins tracking history from that date and time. Changes made before that date and time aren't tracked.

### EDITIONS


Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and the **Unlimited** Edition with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

## Define Validation Status Picklist Values

When the `Validation Status` field is enabled on the Knowledge Settings page, you can create picklist values that show the state of the article. For example, values could be `Validated`, `Not Validated`, or `Needs Review`.

 **Note:** In Salesforce Classic, validation status picklist values aren't retained when you export articles for translation. Articles with picklist values can be imported, however, and their values are retained as long as the values exist in your organization.

1. From Salesforce Classic Setup, enter `Validation Statuses` in the `Quick Find` box, then select **Validation Statuses**.
2. On the picklist edit page, click **New** to add new values to the validation status field. You can also edit, delete, reorder, and replace picklist values.  
When you replace a picklist value, the system replaces it in all versions of the article, including any archived versions.
3. Add one or more picklist values (one per line) in the text area.
4. To set the value as the default for the picklist, be sure to select the `Default` checkbox.
5. Click **Save**.

SEE ALSO:

[Validation Rules](#)

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and the **Unlimited** Edition with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To create or change validation status picklist values:

- [Customize Application](#)

## Set Up Actions to Insert Articles into Channels in Lightning Knowledge

### USER PERMISSIONS

To administer Salesforce Knowledge and create, edit, and delete page layouts:	Customize Application AND Manage Salesforce Knowledge
To send article content in emails:	Edit on cases AND Read on knowledge articles
To send article content in social, chat, and messaging channels:	Edit on cases AND Edit on the social, chat, or messaging object AND Read on knowledge articles
To share internal articles externally:	<b>Share internal Knowledge articles externally</b> under Administrative Permissions

### EDITIONS

Available in: Lightning Experience and all editions with Knowledge except **Essentials**.

Salesforce Knowledge is available in **Essentials** and **Unlimited** Edition with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional, Enterprise, Performance, and Developer** Editions. For more information, contact your Salesforce representative.

With the Lightning Knowledge component and related list actions, agents can directly embed article content into the body of customer emails and in social, chat, and messaging conversations. Create a communication channel mapping to choose which article fields are included for each record type and channel. Your customers can access article summaries without going to a website. With permissions, some agents can choose to share internal articles—so they don't have to copy and paste articles that aren't published or are used internally—, while other agents share only published, external articles.

Ensure that these setup requirements are met.

- To share articles in emails, Email-to-case must be enabled. The case page layout has the SendEmail action. HTML Body or Text must be in the SendEmail layout.
- To share articles in social posts, Social Customer Service is enabled. You have a social account, and the Social channel is in the case page layout.
- To share articles in chat or messaging conversations, configure Chat or Messaging and add the channel to the page layout.

 **Note:** This feature isn't available in **Essentials** edition because record types must be enabled to configure communication channel mappings.

1. From the Object Manager, choose the **Knowledge** object.
2. Under Communication Channel Mappings, click **New**.
3. Enter a label and name.
4. Add the desired channels to the Selected Channels list.

Each channel has a different context. Create communication channel mappings for multiple channels only when those channels have the same content needs. For example, you can share rich text fields in emails but not other channels. We recommend choosing or creating text fields designated for channel use.

5. Add the fields to include when the article is shared.

- Only plain text is supported in social, chat, and messaging. If you insert rich text fields, styles and formatting are removed and only the text is inserted.
  - You can't include smart links or embed videos in emails. HTML iframes are removed before the email is sent.
  - The following fields aren't supported in communication channels:
    - isDeleted
    - Language
    - MultiPicklist and picklist fields
    - Publication Status
    - Source
    - Validation Status
- 6.** Optional: Choose whether to include field labels and related files with inserted articles.
- By default, field labels are included with inserted articles in all channels and related files are attached to emails. When Files are attached, agents can still detach files before they send the email.
- To hide field labels, select **Omit field labels**.
  - To skip file attachments, select **Don't attach related files to emails**.
- 7.** Click **Save**.
- The appropriate action appears in the Knowledge component and article related lists in cases when you save a communication channel mapping for the channel.
- 8.** (Optional) To let users share the contents of internal articles, enable **Share internal Knowledge articles externally** under App Permissions for the profile or permission set.

Your agents can now send article contents in case emails, social posts, and chat and messaging conversations. And agents can change article contents before sending. If the article wasn't attached to the case previously, using these actions adds it to the related list.

## Set Up Actions to Share Article URLs in Channels and Case Publishers

Agents can insert links to articles from a Salesforce Site or Experience Cloud sites into the case feed. In Lightning Experience, your agents can share article URLs in email, social posts, and chat and messaging conversations. In Salesforce Classic, your team can send article URLs in the email, social, and Experience Cloud publishers.

To share article URLs from Salesforce Sites or Experience Cloud sites in the case feed, you must have the Knowledge component in your [Lightning page](#) or, in Salesforce Classic, [in the Service Console](#). You must also have either a [Salesforce Site](#) or [Experience Cloud](#) set up.

Your org must have the relevant channel configured, such as email, Social Customer Service, or Chat.

1. From Setup, enter *Knowledge* in the quick find box, then select **Knowledge Settings**.
2. Click **Edit**.
3. Under Share Article via URL Settings, select **Allow users to share articles via public URLs**.
4. In the Available Sites list, select which Salesforce Sites and Experience Cloud sites you want agents to see when they share article URLs. Add them to the Selected Sites list.
5. Click **Save**.

Your agents can now use these actions in the Knowledge component and in Lightning Experience list views to send links in the case feed.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To administer Salesforce Knowledge:

- Customize Application
- AND
- Manage Salesforce Knowledge

To share article links in the case feed:

- Edit on Case
- AND
- Read on Knowledge

## Use Your Lightning Knowledge Base

Search articles, author and manage articles, use the Knowledge component in the Lightning Service Console, and create Knowledge reports.

### [Search for Knowledge Articles in Lightning Experience](#)

In Lightning Experience, find Knowledge articles faster by performing a Knowledge search. You can search for articles from the global search box at the top of every page or from the Knowledge component for the Lightning Service Console.

### [Authoring Actions in Lightning Knowledge](#)

Use authoring actions like edit, publish, and restore to manage articles from the Knowledge home and article record pages. Administrators, agents, and internal employees with the correct profile permissions can perform the actions.

### [Use the Lightning Knowledge Component](#)

The Knowledge component keeps your team connected to your knowledge base everywhere in Salesforce. Your teams and support agents can use Knowledge in the service console with cases and other objects. Your team can search for and attach articles, or follow and unfollow articles. In cases, agents can see suggested articles for a case as they view it, or they can search in the component to find more articles.

### [Smart Links to Salesforce Knowledge Articles](#)

Link between articles or embed links to articles in external websites and resources. With smart links, your users always get to the right version because the links are automatically updated based on the article channel, version, and URL name.

### [Report on Salesforce Knowledge Articles](#)

Use Salesforce Knowledge custom reports to track how articles are created, maintained, and delivered.

#### EDITIONS

Available in: Lightning Experience


Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

## Search for Knowledge Articles in Lightning Experience

In Lightning Experience, find Knowledge articles faster by performing a Knowledge search. You can search for articles from the global search box at the top of every page or from the Knowledge component for the Lightning Service Console.

Knowledge search is available in the global search box and the Knowledge component. You can refine your article search results using the advanced search for Knowledge. Advanced search lets you prefilter your results by language, publishing status, validation status, record type, or data category group.

 **Note:** If you configure search filters for Knowledge in Setup, the advanced search filters for Knowledge in global search don't change.

1. Select **Knowledge** in the dropdown list next to the global search box. You can also type *knowledge* at the top of the dropdown list, then select **Knowledge**.
2. Optionally, click **Advanced Search** at the bottom of the results list. If Einstein Search is enabled, select **Filters** next to the search box to access the Advanced Search page. From the Advanced Search page, select from the available filters to see more relevant search results.
3. Enter your search terms, up to 100 characters. If you enter more than 100 characters, the search uses only the first 100 characters.
4. To run the search, press *Enter*.

#### EDITIONS

Available in: Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

You can also search for articles using the Knowledge component for the Lightning Service Console. Advanced Search for prefiltering searches is also available with the Knowledge component.

SEE ALSO:

[How Einstein Search Works](#)

## Authoring Actions in Lightning Knowledge

Use authoring actions like edit, publish, and restore to manage articles from the Knowledge home and article record pages. Administrators, agents, and internal employees with the correct profile permissions can perform the actions.

Authoring actions appear in Knowledge home and in record pages. Administrators, agents, and internal employees with the correct profile permissions can perform these actions.

### Actions in Knowledge Home

In Knowledge list views, including Knowledge home, you can quickly perform record actions that affect one or multiple records. In Knowledge home, actions appear if the user has the permission to use them. Use bulk actions (1) to quickly update multiple records at once. Use the dropdown next to each article (2) to choose record-level actions.

#### EDITIONS

Available in: Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

The screenshot shows the Salesforce Knowledge interface. At the top, there's a navigation bar with 'Service' and various tabs like Home, Chatter, Accounts, Contacts, Cases, Reports, Dashboards, and Knowledge. Below that, the 'Knowledge Draft Articles' section is visible. A red box labeled '1' highlights the bulk action buttons: 'New', 'Publish', and 'Assign'. Below these buttons, there's a table with 5 items. The table has columns for 'ARTICLE TITLE', 'ARTICLE NUMBER', and 'LANGUAGE'. The first article is 'Can my dog travel with me?' with article number '000001014' and language 'English'. A red box labeled '2' highlights the dropdown menu for the first article, which contains options for 'Edit', 'Publish', 'Delete', and 'Assign'.

	ARTICLE TITLE ↑	ARTICLE NUMBER	LANGUAGE	
1	<input type="checkbox"/> Can my dog travel with me?	000001014	English	▼
2	<input type="checkbox"/> Is it dangerous to swim in the bay?	000001016	English	▼
3	<input type="checkbox"/> Tips for choosing the right luggage	000001017	English	▼
4	<input type="checkbox"/> Where can I find my flight information?	000001013	English	▼
5	<input type="checkbox"/> Where do I find the best restaurants in Portland?	000001015	English	▼

## Actions in Record Pages

For article record pages, you can control which authoring actions are available with page layouts and user permissions. The actions that appear also depend on the article's publishing status.

You add authoring actions in the page layout editor.



### When Are Lightning Authoring Actions Available?

In Lightning Knowledge page layouts, actions are shown or hidden based on the article's publication status. In Knowledge home, bulk actions appear on all list views for users with the appropriate permission.

SEE ALSO:

[Lightning Knowledge User Access](#)

## When Are Lightning Authoring Actions Available?

In Lightning Knowledge page layouts, actions are shown or hidden based on the article's publication status. In Knowledge home, bulk actions appear on all list views for users with the appropriate permission.

An article's publication status, along with user permissions, determines the availability of knowledge actions.

Action	Description	Record Status
New	Create an article.	Knowledge home only
Edit	Edit a draft article.	Draft
Edit as Draft	Create a draft from a published article. If a draft exists, you don't see this button.	Published
Assign	Change the Assigned To field for an article or translation.	Draft
Publish	Publish a draft article. When you publish a primary-language article, any translations in the publication queue are also submitted.	Draft
Delete Draft	Permanently delete drafts of primary-language or translated	Draft

### EDITIONS

Available in: Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.



Action	Description	Record Status
	articles. You can't recover deleted drafts.	
Delete Article	Delete an archived article.	Archived
Change Owner	Set the article version's owner. The owner can be a user or a queue. Owners must have permission to read articles.	Draft
Change Record Type	Assign a new record type. This action can affect the page layout and available fields.	Draft
Archive	Archive a published article. Archive translations by archiving the primary-language article.	Published
Restore	Restore a draft from an archived article. You can restore the latest version of an archived article. You can also restore past versions of published articles from the record page while viewing the version you want to restore.	Archived
Submit for Approval	Send the article for approval and assign an approver. Approvals must be enabled.	Draft
Submit for Translation	Submit the article to the translation queue or assign to a user. Multiple languages must be enabled.	Draft, Published


These bulk actions are available in Knowledge home:

- Assign
- Archive
- Delete Draft
- Delete Article
- Publish
- Restore
- Submit for Translation

## Use the Lightning Knowledge Component

The Knowledge component keeps your team connected to your knowledge base everywhere in Salesforce. Your teams and support agents can use Knowledge in the service console with cases and other objects. Your team can search for and attach articles, or follow and unfollow articles. In cases, agents can see suggested articles for a case as they view it, or they can search in the component to find more articles.

The Knowledge component is automatically added to your sample Lightning Service Console. You can add the Knowledge component to a custom Lightning console app. Add the Knowledge component to your console's Lightning pages using the Lightning App Builder.

 **Tip:** The Knowledge component isn't limited to the console—you can add it to apps with standard navigation, too. Add the Knowledge component to a record's page using the Lightning App Builder.

The Knowledge component helps agents quickly find relevant Knowledge articles for their cases. It also helps perform some basic actions, such as attaching an article to a case.

### Article Suggestions

Suggest relevant articles to agents right in the Knowledge component. Choose between two article suggestion tools:

- [Suggested Articles](#) uses keyword-based search to find relevant articles. It's automatically enabled when Lightning Knowledge is enabled.
- [Einstein Article Recommendations](#) analyzes past cases and case-article attaches to find relevant articles. It relies on artificial intelligence (AI) features like term overlap, and continually refines its recommendations based on agent feedback and new case data. Once it's activated, all Lightning Knowledge users see article recommendations.

Suggested articles are delivered right to the Knowledge component, so agents can find relevant articles without running a search. Suggested articles are automatically enabled when Lightning Knowledge is enabled. To show intelligent article suggestions based on historical case and article data, turn on Einstein Article Recommendations

### Search and Sort Your Results

Use the search box in the component to perform a Knowledge search. You also can use Advanced Search for pre-filtering to narrow the search results you see.

To sort your search results, click the sort icon and select a sort option from the list. You can sort your search results by relevance, publish date (for published articles), last modified date (for article drafts), A to Z, and Z to A. Sorting doesn't apply to suggested articles.

By default, articles are sorted by relevance. If you go back to suggested articles or go to a new case, the sort order is reset to relevance.

### Attach and Remove Articles in the Knowledge Component

Agents can attach Knowledge articles to cases and remove articles from cases using the dropdown next to any article.

### Follow and Unfollow with the Knowledge Component

Agents can follow and unfollow an article from the component using the dropdown next to the article. Following articles helps agents save articles that they want to read later.

Administrators, agents, and internal employees with read access to Knowledge can follow articles, and they can follow articles in any state, such as published or draft. To let Knowledge users follow and unfollow articles, enable feed tracking in **Setup > Chatter > Feed Tracking**.

### Share Articles in Case Emails and Other Channels

Help customers by inserting article text into emails, social posts, and conversations. Or, insert article links from your Salesforce Sites and Experience Cloud sites.

#### EDITIONS

Available in: Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional, Enterprise, Performance, and Developer** Editions. For more information, contact your Salesforce representative.

### [Share Articles in Channels in Lightning Knowledge](#)

Share the contents of an article in an email, Social Post, Chat, or Messaging conversation. Close cases by inserting article summaries or text snippets in case interactions across channels.

### [Share Article URLs in Channels](#)

Insert links to articles from a Salesforce or Experience Cloud site into the case feed. In Lightning Experience, you can share article URLs in emails, social posts, and chat and messaging conversations. In Salesforce Classic, you can send article URLs in the email, social, and Experience Cloud publishers.

## Share Articles in Channels in Lightning Knowledge

Share the contents of an article in an email, Social Post, Chat, or Messaging conversation. Close cases by inserting article summaries or text snippets in case interactions across channels.

To share article contents in channels, you must have the Knowledge component available in your Lightning page.

Your org must have the relevant channels set up, such as email, social, or chat, in the case feed.

You can't change channels on an article translation and then publish the article. Doing so generates an error.

When you change channels on an article, make sure that the channels on the article's translations match the new channels. Also, publish translations before you publish the primary language version.

1. From the Knowledge component or articles related list, select one of these actions:
  - a. To insert the article to social media, click **Insert Article into Social Post**.  
The case origin must be a social post to use this action.
  - b. To insert the article in an email, click **Insert Article into Email**.
  - c. To insert the article to a Chat or Messaging conversation, click **Insert Article into Conversation**.

2. Click **Insert**.

For Email and Social Post, if an article wasn't attached to a case, these actions add it to the case's related list. The article contents are inserted at the cursor position. You can also use Insert Action on the Social Post record home to attach an article to the Social Post record (not the case record).

However, for Chat and Messaging, the article is not attached to the case, even if the article was created from a case.

### SEE ALSO:

[Set Up Actions to Insert Articles into Channels in Lightning Knowledge](#)

### EDITIONS

Available in: Lightning Experience and all editions with Knowledge except **Essentials**.

Salesforce Knowledge is available in **Essentials** and **Unlimited** Edition with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To share article contents in the case feed:

- Edit on cases

AND

Read on knowledge articles

To share internal articles in the case feed:

- Allow user to share internal knowledge articles externally

## Share Article URLs in Channels

Insert links to articles from a Salesforce or Experience Cloud site into the case feed. In Lightning Experience, you can share article URLs in emails, social posts, and chat and messaging conversations. In Salesforce Classic, you can send article URLs in the email, social, and Experience Cloud publishers.

To share Salesforce or Experience Cloud site URLs for articles in the case feed, the Knowledge component must be in your [Lightning page](#) or, in Salesforce Classic, [in the Service Console](#). You must also have either a [Salesforce Site](#) or an [Experience Cloud site](#) configured.

Your org must have the relevant channel configured, such as email, social, or chat.

1. From the Knowledge component or articles related list, select one of these actions:
  - a. To insert URLs in Salesforce Classic, select **Attach and share article** or **Share article** for the Salesforce or Experience Cloud site you want. Email is the default action, but you can switch to the social or Experience Cloud action in the case feed before inserting the URL.
  - b. To insert URLs in emails Lightning Experience, select **Insert URL into Email** and then choose the Salesforce or Experience Cloud site.
  - c. To insert URLs in chat and messaging conversations in Lightning Experience, select **Insert URL into Conversation** and then choose the Salesforce or Experience Cloud site.
  - d. To insert URLs into social feeds in Lightning Experience, select **Insert URL into Social Post** and then choose the Salesforce or Experience Cloud site.

The article link is inserted at the cursor position.

2. Click **Insert URL**.

Keep these considerations in mind:

- Articles must be published. These actions aren't available for draft and archived articles.
- Articles must be shared publicly, meaning they are visible in the Public Knowledge Base, or to customers or partners.
- You can post an article link from any Salesforce or Experience Cloud site in the selected list, even if the article isn't visible in the Salesforce or Experience Cloud site or if the customer doesn't have access. The agent must confirm that the article is available in the Salesforce or Experience Cloud site before sharing it with the customer.
- If the article wasn't attached to the case previously, using these actions adds it to the related list.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To share article links in the case feed:

- Edit on Case
- AND
- Read on Knowledge

## Smart Links to Salesforce Knowledge Articles

Link between articles or embed links to articles in external websites and resources. With smart links, your users always get to the right version because the links are automatically updated based on the article channel, version, and URL name.

### [Insert Smart Links into Articles](#)

Smart links go to the right article and version, even when a new version is published or the URL name changes. You create smart links in your article's rich text fields, so rich text fields must be enabled.

### [Create Persistent Links to Lightning Knowledge Articles](#)

You can manually create a permanent link to a Lightning Knowledge article. The link, called a permanent or static link, points to the latest version of an article in the user's preferred language. You can embed an article link in external sites and documents to provide your users with access to the latest version.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To create articles:

- Manage Articles

AND

Read and Create on the article type

## Insert Smart Links into Articles

Smart links go to the right article and version, even when a new version is published or the URL name changes. You create smart links in your article's rich text fields, so rich text fields must be enabled.

1. Edit an article.

2.

In the rich text editor toolbar, click the Smart Link icon



3. Optional: Choose the publication status and, if your knowledge base has multiple languages, choose the language.

4. In the Link to Article list, select an article.



5. Optional: To specify how the smart link opens in public sites and Salesforce Classic, select the target from the dropdown.

6. Optional: To specify how the link opens in Lightning Experience apps and consoles, select the Lightning target.

7. Click **Insert Link**.

Smart links use more characters than what is displayed in the editor. If you see an error that you have surpassed the character limit, have your administrator increase the limit.

### [Target Behavior for Smart Links](#)

You can specify how smart links open using the different types of target options. Understand the behavior of each option and how smart links created in Salesforce Classic behave in Lightning Experience.

### [Smart Link Considerations](#)

Keep these considerations in mind when you use smart links.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To create articles:

- Manage Articles

AND

Read and Create in the user profile

## Target Behavior for Smart Links

You can specify how smart links open using the different types of target options. Understand the behavior of each option and how smart links created in Salesforce Classic behave in Lightning Experience.

### Target Options

The target corresponds to the link's `target` attribute in the source HTML. This target determines how links open in Salesforce Classic and outside Salesforce, like in your Salesforce and Experience Cloud sites.

#### Not set

If you don't choose a target, the system sets the attribute to `_blank` when you save the article.

#### Frame

Opens the linked article in a designated frame

#### New Window (`_blank`)

Opens the linked article in a new window or tab.

#### Topmost Window (`_top`)

Opens the linked article in the full body of the window.

#### Same Window (`_self`)

Opens the linked article in the same frame.

#### Parent Window (`_parent`)

Opens the linked article in the parent frame.

## Lightning Target Options

The Lightning target corresponds to the link's `data-lightning-target` attribute in the source HTML. This target determines how links open in Lightning Experience apps and consoles.

#### Not set

When the Lightning target isn't set, the system uses the default behavior, `_blank`, which opens a new browser tab

#### Lightning App Default (`_new`)

Opens a new workspace tab or subtab in console apps, depending on the user's context. Opens a new browser tab in apps with standard navigation.

#### Same Tab or Workspace (`_self`)

Opens a new workspace tab or subtab in console apps, depending on the user's context. Opens in the same tab in apps with standard navigation.

#### New Browser Tab (`_blank`)

Opens a new browser tab.

#### New Workspace (`_workspaceTab`)

Opens a new workspace tab in console apps. Opens a new browser tab in apps with standard navigation.

#### New Subtab (`_subtab`)

Opens a new tab in console apps. Opens in the same tab in apps with standard navigation.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

## What Happens in Lightning When the Lightning Target Isn't Set?

If the target attribute isn't set, a smart link opened in Lightning opens in a new browser tab. The `data-lightning-target` attribute is assumed to be `_blank`.

When `target` is specified but not the Lightning `data-lightning-target`, the system uses this default behavior for links opened in Lightning Experience.

- If the target is set to `_blank`, the Lightning target uses the Lightning App Default (`_new`).
- If the target is `_self`, `_top`, or `_parent`, the Lightning target is Same Tab or Workspace (`_self`).
- If the target is a custom frame name, the Lightning target is New Browser Tab (`_blank`).

## Smart Link Considerations

Keep these considerations in mind when you use smart links.

- Smart links use more characters than what is displayed in the editor. If you see an error that you have surpassed the character limit, have your administrator increase the limit.
- Smart links in Experience Cloud sites must use the Article Content component. Smart links don't resolve properly when using custom components.
- If you don't select a language, Salesforce returns articles in your org's default language when you search for an article to link.
- For legacy Knowledge subscriptions, smart links are based on the channels they're in. Therefore, legacy customers can't add a smart link to an article in another channel. For example, an article on a public knowledge base can't link to an article published only on internal channels. For new Knowledge customers, every article is part of an internal channel, so this qualification doesn't apply.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.



## Create Persistent Links to Lightning Knowledge Articles

You can manually create a permanent link to a Lightning Knowledge article. The link, called a permanent or static link, points to the latest version of an article in the user's preferred language. You can embed an article link in external sites and documents to provide your users with access to the latest version.

When publishing a link to a Knowledge article, it's important that the link continues to work when a new version of the article is created. To add a link to a Knowledge article within Salesforce, use Smart Links. When you want to publish a link in an external resource, use the format described here to create a static article link. A static link persists across versions and is based on the article's URL name, your Salesforce domain, and a few other pieces of information.



**Warning:** If you change the URL name in the article record, you must update any links using the original URL name.

1. Open a text file to construct the URL.
2. Open the article that you want to create a link for.
3. In the browser window with your article, copy your Salesforce domain from the address bar into the text file.  
For example, in the URL

`https://example.lightning.force.com/lightning/o/Knowledge__kav/list?filterName=00BB00028DpSU`, the domain is `example.lightning.force.com`.

4. In the text file, append the path for the Lightning Knowledge article after your domain.  
For example, after your domain string, add `/lightning/articles/KnowledgeBaseName/`, where the Knowledge base name is the label for the object that contains your articles. By default, the label is Knowledge.

If your domain ends in `.com`, your URL now looks like this:

`https://example.lightning.force.com/lightning/articles/Knowledge/`

5. In the article record, locate the URL Name field, and copy the contents to the end of your new URL.



**Note:** The article URL is case-sensitive, so confirm that the `/lightning/articles/KnowledgeBaseName/` portion of the URL and the capitalization of your article's URL name is correct.

The static URL looks something like this:

`https://cunning-elephant.lightning.force.com/lightning/articles/Knowledge/My-knowledge-article`

6. Optional: Specify the article's language using the ISO code.

The format for adding the language parameter string is:

### EDITIONS

Available in: Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To view articles:

- Lightning Knowledge User
- AND
- Read on the Knowledge Base object
- AND
- Read on URL Name field

`SalesforceDomain/lightning/articles/KnowledgeBaseName/URLName?language=xx_XX`

For example, if the URL name is `shipping-faq` and you want to link to the version in French, your static URL looks like this:

`https://cunning-elephant.lightning.force.com/lightning/articles/Knowledge/shipping-faq?language=fr_FR`


If the URL name is different for each language, use the version-specific name and don't add the language code.

7. Add the static article URL to your external document or page.

## Report on Salesforce Knowledge Articles

Use Salesforce Knowledge custom reports to track how articles are created, maintained, and delivered.

As an administrator, you can create custom report types so agents can create reports on Salesforce Knowledge articles. Custom report types are the only way to make reports about articles available for your readers. Salesforce does not provide sample article reports or a standard report folder for articles.

 **Tip:** The *Knowledge Base Dashboards and Reports* AppExchange package provides over two dozen reports that help you monitor the knowledge base and analyze usage metrics.

### [Create a Folder for Article Reports](#)

Create a public folder where you can store article reports for your users.

### [Create a Report Type for Article Reports](#)

Create a custom report type to report on Salesforce Knowledge article data.

### [Create an Article Report](#)

Run your custom report on your Salesforce Knowledge articles and save them to your article reports folder.

### [Fields Available on Salesforce Knowledge Reports](#)

The fields you can use in a knowledge report depend on the type of information you are reporting on.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and the **Unlimited** Edition with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To create or update custom report types:

- Manage Custom Report Types

To create a public reports folder:

- Manage Public Reports

## Create a Folder for Article Reports

Create a public folder where you can store article reports for your users.

1. In the Report Folder section of the Reports tab, click **Create New Folder**.
2. Enter *Article Reports* in the `Folder Label` field.
3. Optionally, modify the `Group Unique Name`.
4. Choose a `Public Folder Access` option.  
Select read/write if you want users to be able to add and remove reports.
5. Choose a folder visibility option.
6. Click **Save**.

Reports you store in this folder are available on the Reports tab.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and the **Unlimited** Edition with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional, Enterprise, Performance,** and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To create or update custom report types:

- `Manage Custom Report Types`


To create a public reports folder:

- `Manage Public Reports`

## Create a Report Type for Article Reports

Create a custom report type to report on Salesforce Knowledge article data.

1. From Setup, enter *Report Types* in the Quick Find box, then select **Report Types**.
2. Click **New Custom Report Type**.  
See [Create a Custom Report Type](#)
3. In the Primary Object dropdown menu, select the article-related object you want to report on.

Primary Object	Related Objects	Description
Knowledge (Lightning Knowledge)	<ul style="list-style-type: none"> <li>• Knowledge Versions</li> <li>• Feed: Knowledge</li> </ul>	<p>Compare information, such as creation dates, audience visibility, and the number of associated cases across record types. To access history and custom fields, add Knowledge Versions as a secondary object.</p> <p> <b>Tip:</b> If you changed the name of your knowledge base, the custom label shows here.</p>
Knowledge Articles	<ul style="list-style-type: none"> <li>• Knowledge Article Versions</li> <li>• Article View Statistics</li> <li>• Article Vote Statistics</li> <li>• Case Article               <ul style="list-style-type: none"> <li>– Knowledge. You can then choose a relationship to <a href="#">Knowledge Data Category</a></li> <li>– Articles</li> <li>– There are many additional relationships from Case Article, including Work Orders and Case Comments.</li> </ul> </li> </ul>	<p>Report on information about individual published articles, such as their creation date and published channels. When you build this custom report type, you can include article view statistics, article vote statistics, and case associations. In reports using the Knowledge Articles primary object, each article has five records (rows), one for each channel (All Channels, Internal App, Customer, Partner, and Public Knowledge Base).</p>
Knowledge Article Versions	<ul style="list-style-type: none"> <li>• Article View Statistics</li> <li>• Article Vote Statistics</li> <li>• Case Article               <ul style="list-style-type: none"> <li>– Knowledge. Create a fourth-level relationship to <a href="#">Knowledge Data Category</a></li> </ul> </li> </ul>	<p>Compare information about individual versions and translations, such as their creation date, published channels, and number of associated cases. If you choose this custom report type, you can also include article view and vote statistics.</p>

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To create or update custom report types:

- Manage Custom Report Types

To create a public reports folder:

- Manage Public Reports

Primary Object	Related Objects	Description
	<ul style="list-style-type: none"> <li>- Articles</li> <li>- There are many additional relationships from Case Article, including Work Orders and Case Comments.</li> </ul>	
Article types (Knowledge in Salesforce Classic)	<ul style="list-style-type: none"> <li>• <i>Article Type</i> Versions You can then choose a relationship to <i>Article Type_DataCategorySelection</i>.</li> </ul>	<p>Compare information, such as creation dates, published channels, and number of associated cases, for your custom article type, such as an FAQ. To access version history and custom fields, add the article type's version as a secondary object.</p> <p>If you have multiple article types, each is listed separately, for example FAQs, Issues, and Procedures.</p>

Report types for the search, view, vote, and version history objects don't have secondary relationships.

**Table 2: Report Types for Search, Views, Votes, and Version History**

Primary Object	Description
Knowledge Search Activity	<ul style="list-style-type: none"> <li>• Analyze the number of searches per day, month, or year for each channel and language.</li> <li>• For each search, see the date, ID, and title of the article that was clicked.</li> <li>• See which keywords users are looking for in your knowledge base.</li> <li>• For each keyword, see the average number of results, and articles that appear in the search results.</li> <li>• For each article, see the average number of clicks, and unique users who clicked it.</li> </ul>
Knowledge Keyword Search	See which keywords users are looking for in your knowledge base. Keyword data is only available for Salesforce Classic.
Article Version History	Compare information about individual article versions, such as their creation dates, published channels, and number of associated cases.
Knowledge Article Views	Analyze the number of views per day, month, or year for each channel and role.
Knowledge Article Votes	Analyze the number of votes per day, month, or year for each channel and role.
Knowledge Article Searches	Analyze the number of searches per day, month, or year for each channel and role. Searches aren't differentiated between internal

Primary Object	Description
	and external, and all searches are logged as Internal App. Searches in Experience Cloud sites aren't checked.

4. Complete the required fields and click **Save**.

In the Store in Category dropdown menu, we recommend choosing **Customer Support Reports** or **Other Reports**. This category is where users find the custom report type on the Reports tab.

5. Make your choices on the Define Report Records Set page.
6. Click **Save**.
7. As needed, remove and rearrange fields from your report layout.

To learn which fields are available on each primary object, see [Fields Available on Salesforce Knowledge Reports](#) on page 44.



**Note:** An article's score is calculated slightly differently in the API than it is in a custom report. We recommend standardizing on one or the other and not attempting to use both.

## Create an Article Report

Run your custom report on your Salesforce Knowledge articles and save them to your article reports folder.

Using your [custom report types](#), create article reports and save them to your [article reports folder](#).

1. On the Reports tab, click **New Report**.
2. Choose the category where your custom report types are stored, for example, **Customer Support Reports** or **Other Reports**.  
The Cases with Articles report is available by default in the Customer Support Reports folder.
3. Find your report type and click **Create**.
4. When viewing your report, click **Save As** and save it in the new Article Reports folder to make the report available to other users.

### Note:

- In reports using the Knowledge Article custom report type, there are at least five rows per article, one for each channel, including All Channels.
- Daily values are reported independently for the last 90 days and monthly values for the last 18 months. After those time periods, use the monthly aggregate and yearly aggregate values, respectively.
- In reports using the Knowledge Article Votes, Knowledge Article Views, or Knowledge Article Searches custom report types, each row represents a day, channel, and role combination. For example, if a user with the Kingmaker role views articles in the internal app and the next day the same reader views more articles in the internal app, the Article Views report has two rows: one for each unique date.
- In reports using Knowledge Article Version (KAV), except Knowledge Article Version History, you can filter by data category. You can add up to four filters and set their logic to AT, ABOVE, BELOW, or ABOVE OR BELOW. The logic between filters is OR. You can use the same category group multiple times, but you must use the same operator each time.
- To report on Approval Processes for Knowledge Articles, use **Process Instance** and **Process Instance Node** when creating a custom report type. Then filter the report on object type, which is the article type.
- You can create a custom report type for a Case by cross-filtering for Cases with and without articles. If you do, then when you archive an article, case records linked to that article no longer list the article information in the report. This limitation happens if the user doesn't have access to all the data categories in the category group.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To create or update custom report types:

- Manage Custom Report Types

To create a public reports folder:

- Manage Public Reports

## Fields Available on Salesforce Knowledge Reports

The fields you can use in a knowledge report depend on the type of information you are reporting on.

**Important:** Where possible, we changed noninclusive terms to align with our company value of Equality. We maintained certain terms to avoid any effect on customer implementations.

The following tables list the available fields by primary object for Salesforce Knowledge reports.

### Fields Available on Article types (Knowledge in Salesforce Classic) Reports

The Article Type primary object allows you to add a secondary object of the article type version.

**Table 3: Article Type Report Primary Object Fields**

Field	Description
Archived By	User who archived the article.
Archived Date	Date the article was archived.
Article Number	Unique number automatically assigned to the article.
Article Type ID	The ID associated with the article type.
Case Association Count	Number of cases attached to the article.
Created By	User who created the article.
Created Date	Date the current article version was created. If the article has been published more than once, this is the latest draft date. To create reports that use the original article creation date, first create a Custom Report Type that joins the Knowledge Article (__ka) and Knowledge Article Version (__kav) objects for a given article type to allow for use of the created date on the record in the Knowledge Article object, rather than the one for the Knowledge Article Version record.
Custom fields	Any custom fields created on the article types. Add the article type's version as a secondary object to access any custom fields for the article type.
First Published Date	Date the article was originally published.
Knowledge Article Version	The article's version number.
Last Modified By	User who changed the article most recently.
Last Modified Date	Date the article was last changed. The last modified date of a draft article is the time the draft was saved. The last modified date of a published article is time the article was most recently published.

#### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and the **Unlimited** Edition with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

#### USER PERMISSIONS

To create or update custom report types:

- Manage Custom Report Types

To create a public reports folder:


- Manage Public Reports



Field	Description
Last Published Date	Date the article was last published.
Primary Language	The original language of the article.

 **Note:** Currently you can't use Knowledge Article Version and Last Modified Date in the same report.

**Table 4: Article Type Report Secondary Object Fields**

Field	Description
Archived By	User who archived the article.
Article Type	The article type associated with the article.
Created By	User who created the article.
Created Date	Date the current article version was created. If the article has been published more than once, this is the latest draft date. To create reports that use the original article creation date, first create a Custom Report Type that joins the Knowledge Article (__ka) and Knowledge Article Version (__kav) objects for a given article type to allow for use of the created date on the record in the Knowledge Article object, rather than the one for the Knowledge Article Version record.
Custom fields	Any custom fields created on the article types. Add the article type's version as a secondary object to access any custom fields for the article type.   <b>Note:</b> File fields aren't supported for reports and report types with Knowledge.
Is Latest Version	Indicates if the article is the most recent version.
Is Primary Language	Indicates that the article is not a translation, but the original article.
Knowledge Article Version ID	Unique ID automatically assigned to the article translation.
Language	The article's language.
Last Modified By	User who changed the article most recently.
Last Modified Date	Date the article was last changed. The last modified date of a draft article is the time the draft was saved. The last modified date of a published article is time the article was most recently published.
Out of Date	Indicates that the primary article has been updated since this translation was published.
Publication Status	Indicates whether the article or translation is in progress (draft), published, or archived.
Summary	Description of the article provided by the author.
Title	The article's title.
Translation Completed Date	Date the translation was completed.

Field	Description
Translation Exported Date	Date the article was exported for translation.
Translation Imported Date	Date the translation was imported.
URL Name	Text used as hyperlink for the article.
Validation Status	Indicates if the article is valid or not.
Version Number	The version number of the article.
Visible in Customer	Indicates that the article is published in the Customer Portal.
Visible in Internal App	Indicates that the article is published in the internal app (Articles tab).
Visible in Partner	Indicates that the article is published in the partner portal.
Visible in Public Knowledge Base	Indicates that the article is published in the public knowledge base.

## Fields Available on Knowledge Articles Reports

Field	Description
Article Number	Unique number automatically assigned to the article.
Article Type	The article type associated with the article.
Case Association Count	Number of cases attached to the article.
Created By	User who created the article.
Created Date	Date the current article version was created. If the article has been published more than once, this is the latest draft date. To create reports that use the original article creation date, first create a Custom Report Type that joins the Knowledge Article (__ka) and Knowledge Article Version (__kav) objects for a given article type to allow for use of the created date on the record in the Knowledge Article object, rather than the one for the Knowledge Article Version record.
First Published Date	Date the article was originally published.
Is Latest Version	Indicates if the article is the most recent version.
Knowledge Article Version ID	Unique ID automatically assigned to the article translation.
Last Modified By	User who changed the article most recently.
Last Modified Date	Date the article was last changed. The last modified date of a draft article is the time the draft was saved. The last modified date of a published article is time the article was most recently published.
Last Published Date	Date the article was last published.

Field	Description
Published Version Owner	The user or queue that owns the published version of an article.
Summary	Description of the article provided by the author.
Title	The article's title.
URL Name	Text used as hyperlink for the article.
Validation Status	Indicates if the article is valid or not.
Version Number	The version number of the article.
Visible in Customer	Indicates that the article is published in the Customer Portal.
Visible in Internal App	Indicates that the article is published in the internal app (Articles tab).
Visible in Partner	Indicates that the article is published in the partner portal.
Visible in Public Knowledge Base	Indicates that the article is published in the public knowledge base.

### Fields Available on Knowledge Article Searches Reports

Field	Description
Channel	The channel that's applicable to the article. Possible values are All Channels, Internal App, Customer, Partner, and Public Knowledge Base.
Count	The number of article searches applicable to the duration shown (day, month, or year).
Cumulative Count	The total number of article searches for the history of the record.
Date	Last date on which an article search took place for the record. All rows represent a date, channel, and role combination.
Duration	The time period the search count is applied to. Possible values are Daily, Monthly, and Yearly. For example, a record where the Count is 70 and the Duration is Monthly indicates that 70 searches took place over the past month. Totals are aggregated daily for the current month, monthly from the past full month through the past full year, and yearly beyond that.
Related Role	Name of the role that applies to the record. Each row in the report represents searches per channel per role.

### Fields Available on Knowledge Article Versions Reports

Field	Description
Archived By	User who archived the article.
Archived Date	Date the article was archived.
Article Number	Unique number automatically assigned to the article.

Field	Description
Article Type	The article type associated with the article.
Case Association Count	Number of cases attached to the article.
Created By	User who created the article.
Created Date	Date the current article version was created. If the article has been published more than once, this is the latest draft date. To create reports that use the original article creation date, first create a Custom Report Type that joins the Knowledge Article (__ka) and Knowledge Article Version (__kav) objects for a given article type to allow for use of the created date on the record in the Knowledge Article object, rather than the one for the Knowledge Article Version record.
First Published Date	Date the article was originally published.
Is Latest Version	Indicates if the article is the most recent version.
Is Primary Language	Indicates that the article is not a translation, but the original article.
Knowledge Article Version ID	Unique ID automatically assigned to the article translation.
Language	The article's language.
Last Modified By	User who changed the article most recently.
Last Modified Date	Date the article was last changed. The last modified date of a draft article is the time the draft was saved. The last modified date of a published article is time the article was most recently published.
Date the article was last published.	Date the article was last published.
Primary Language	The original language of the article.
Out of Date	Indicates that the primary article has been updated since this translation was published.
Owner	The user or queue that owns a published, draft, or archived version of an article.
Publication Status	Indicates whether the article or translation is in progress (draft), published, or archived.
Summary	Description of the article provided by the author.
Title	The article's title.
Translation Completed Date	Date the translation was completed.
Translation Exported Date	Date the article was exported for translation.
Translation Imported Date	Date the translation was imported.
URL Name	Text used as hyperlink for the article.
Validation Status	Indicates if the article is valid or not.
Version Number	The version number of the article.

Field	Description
Visible in Customer	Indicates that the article is published in the Customer Portal.
Visible in Internal App	Indicates that the article is published in the internal app (Articles tab).
Visible in Partner	Indicates that the article is published in the partner portal.
Visible in Public Knowledge Base	Indicates that the article is published in the public knowledge base.

## Fields Available on Knowledge Article Views Reports

You can add up to 6 of the 8 fields below.

Field	Description
Channel	The channel that's applicable to the article. Possible values are All Channels, Internal App, Customer, Partner, and Public Knowledge Base.
Count	The number of article views applicable to the duration shown (day, month, year).
Cumulative Count	The total number of article views for the history of the record.
Date	Last date on which an article view took place for the record. All rows represent a date, channel, and role combination.
Duration	The time period the search count is applied to. Possible values are Daily, Monthly, and Yearly. For example, a record where the Count is 70 and the Duration is Monthly indicates that 70 searches took place over the past month. Totals are aggregated daily for the current month, monthly from the past full month through the past full year, and yearly beyond that.
Related Role	Name of the role that applies to the record.
Score	Article's average view rating. Scores take into account a half-life calculation. Every 15 days, if an article has not been viewed its average rating moves up or down. This calculation ensures that over time, older or outdated articles don't maintain artificially high or low ratings compared to newer, more frequently viewed articles.
Total Views	Number of times a published article has been viewed.

## Fields Available on Knowledge Article Votes Reports

Field	Description
Channel	The channel that's applicable to the article. Possible values are All Channels, Internal App, Customer, Partner, and Public Knowledge Base.
Count	The number of article votes applicable to the duration shown (day, month, year).
Cumulative Count	The total number of article votes for the history of the record.
Date	Last date on which an article vote took place for the record. All rows represent a date, channel, and role combination.

Field	Description
Duration	The time period the search count is applied to. Possible values are <code>Daily</code> , <code>Monthly</code> , and <code>Yearly</code> . For example, a record where the Count is 70 and the Duration is <code>Monthly</code> indicates that 70 searches took place over the past month. Totals are aggregated daily for the current month, monthly from the past full month through the past full year, and yearly beyond that.
Related Role	Name of the role that applies to the record.

## Fields Available on Knowledge Keyword Search Reports

Knowledge Keyword Search reports are designed for use with the Salesforce Knowledge in Salesforce Classic data model. These reports include searches from the Knowledge One widget.

Field	Description
Channel	The channel that's applicable to the article. Possible values are <code>All Channels</code> , <code>Internal App</code> , <code>Customer</code> , <code>Partner</code> , and <code>Public Knowledge Base</code> .
Count	The number of keyword searches applicable to the duration shown (day, month, year).
Date	Last date on which a keyword search took place for the record. All rows represent a date, channel, and role combination.
Duration	The time period the search count is applied to. Possible values are <code>Daily</code> , <code>Monthly</code> , and <code>Yearly</code> . For example, a record where the Count is 70 and the Duration is <code>Monthly</code> indicates that 70 searches took place over the past month. Totals are aggregated daily for the current month, monthly from the past full month through the past full year, and yearly beyond that.
Found	Indicates whether the keyword shown was found during a search of the knowledge base.
Keyword	Search term used to search published articles in the knowledge base.

## Fields Available on Knowledge Search Activity Reports

Field	Description
Average Click Rank	The order in which the article appeared in search results when results are sorted by relevance and when readers clicked it from the list of results.
Channel	The channel that's applicable to the article. Possible values are <code>All Channels</code> , <code>Internal App</code> , <code>Customer</code> , <code>Partner</code> , and <code>Public Knowledge Base</code> .
Clicked Article Title	The title of the clicked article taken when the search results are sorted by relevance by the reader.
Duration	The time period the search count is applied to. Possible values are <code>Daily</code> , <code>Monthly</code> , and <code>Yearly</code> . For example, a record where the Count is 70 and the Duration is <code>Monthly</code> indicates that 70 searches took place over the past month. Totals are aggregated daily for the current month, monthly from the past full month through the past full year, and yearly beyond that.

 **Note:** Activity totals are collected nightly and aren't in real time.

Field	Description
Language	The language filter that's applied to the reader's search.
Number of Results	The number of search results that were returned for the search term. If Duration is also included, this value is aggregated based on the time period specified.
Number of Searches	The number of searches for the duration that's shown (day, month, or year).
Number of Users	The number of individual users who clicked the article.
Search Date	The date of the search.
Search Term	The first 100 characters of the search term that was used to search published articles in the knowledge base.

## Import External Content into Salesforce Knowledge

You can import your existing external articles or information database into Salesforce Knowledge. If you want to move your content from Classic to Lightning Knowledge, use the Lightning Knowledge Migration Tool.

 **Note:** If you are looking for instructions on importing translated articles that you've sent to a localization vendor, see [Import Translated Articles](#) on page 68.

Consider these best practices and requirements as you prepare your articles for import.

- Test your import using a small set of articles.
- Sort your articles by information type. In Classic, import each article type individually. In Lightning Knowledge, you can import articles of multiple record types at once.
- Ensure that each information type has a corresponding record type or, in Salesforce Classic, an article type that matches its structure and content. Create a list of fields available in each article or record type, and verify that your article contents match the structure of each type.
- Verify that the article's [field-level security settings](#) allow you to edit the fields.
- Use rich text fields to import HTML content. Prepare the .html files with the content for each rich text area field. Ensure that the HTML is compliant with the tags and attributes supported in the rich text area field.
- The article importer does not support subfields. If you have fields within fields, adjust your structure and content before importing into Salesforce Knowledge.

### [Create a .csv File for Article Import](#)

The import file maps the article contents to Knowledge article fields. For example, map a Title column in your .csv file with the standard Title field to import each article's title.

### [Set Article Import Parameters](#)

Specify import parameters in a property file using key names and corresponding values. For example, use the key `DateFormat` to specify that a date custom field appears in the `DateFormat=dd/MM/YYYY` format. Or, specify the character encoding and field separator used for the import file.

### [Create an Article .zip File for Import](#)

To complete your article import, create a .zip file with your parameters, .csv, and .html files, and upload them to Salesforce Knowledge.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### Article and Translation Import and Export Status

You can monitor the status of your article imports and exports.

## Create a .csv File for Article Import

The import file maps the article contents to Knowledge article fields. For example, map a Title column in your .csv file with the standard Title field to import each article's title.

**Important:** Where possible, we changed noninclusive terms to align with our company value of Equality. We maintained certain terms to avoid any effect on customer implementations.

### 1. Create a .csv file to import articles.

**Note:** In Salesforce Classic, you import each article type separately, so you create a .csv file for each article type. In Lightning Knowledge, you can import articles of different types in one .csv file and set the record type during import.

- There can only be one .csv file and one .properties file.
- The .csv file and the .properties file must be in the root directory.
- The compression process must preserve the folder and subfolder structure.
- The .zip file name can't contain special characters.
- The .zip file can't exceed 20 MB and the individual, uncompressed, files within the zip file can't exceed 10 MB.
- .csv files can't have more than 10,000 rows, including the header row. Therefore, you can have a maximum of 9,999 articles and translations.
- .csv file rows can't exceed 400,000 characters.
- .csv file cells can't exceed 32 KB.
- Each article in the .csv file can't have more than 49 translations.

### 2. In the first row, specify the article's fields and metadata, such as title, language, data categories, and channels.

Enter one item in each column. You can use the following fields and metadata to import content.

Field or data	Description
<code>isMasterLanguage</code>	Identifies the article as a primary (1) or translation (0). Required to import articles with translations, however, <code>isMasterLanguage</code> can't be in a .csv file to import articles without translations. A translation must follow its primary article so that it's associated with the primary article preceding it.
Title	The article or translation's title. Required for all imports.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To import articles:


- Manage Salesforce Knowledge
- AND
- Manage Articles
- AND
- Manage Knowledge Article Import/Export
- AND
- Read, Create, Edit, and Delete on the article type





Field or data	Description
Record Type	Indicates an article's record type, for example, FAQ. Article import requires the 15-character, case-sensitive ID format.
Standard and custom fields	Refer to an article type's standard fields using field names and refer to custom fields using API names. Leaving a row cell empty may cause your articles to be skipped if the related article type field is mandatory.
Rich text area field	Use the rich text area custom fields to import .html files or images. Refer to an article type's rich text area field using its API name.
File field	Use the file custom fields to import any file type (.doc, .pdf, .txt). Refer to an article type's file field using its API name.
Data category groups	To categorize the imported articles, use category groups. Refer to a category group using its unique name prefixed with <code>datacategorygroup.</code> . For example, use <code>datacategorygroup.Products</code> to specify the category group Products.
Channel	To specify where the imported articles are available, use the keyword <code>Channels</code> .
Language	Specify the articles' language. Required to import articles with translations. Optional to import articles without translations. If you don't include this column, the articles automatically belong to the default knowledge base language and you can't import translations along with the primary articles.


3. In subsequent rows, specify the articles you want to import.


Use one row per article, and enter the appropriate information in each field or metadata column. You can leave a column blank to skip importing data. For example, if some fields only appear in certain record types, enter values only for the appropriate articles of those types.

 **Important:** All file names are case-sensitive and must exactly match what is in the .csv file.

Consideration	Notes
Standard or custom fields	<p>Enter the articles' data for each field, except for rich text area fields where you must enter the relative path to the corresponding .html file in your .zip file.</p> <p> <b>Note:</b> The article importer does not support subfields. If you have fields within fields, adjust your structure and content before importing into Salesforce Knowledge.</p>
Rich text area field	Always enter the .html file path relative to the location of the .csv file. Never enter raw text. If the specified path doesn't exist,

Consideration	Notes
	<p>the related article isn't imported. Note the following information about importing HTML and images.</p> <ul style="list-style-type: none"> <li>• We recommend that you create one folder for the .html files (for example, /data) and another for images (for example, /data/images).</li> <li>• To import images, include the images in an .html file using the &lt;img&gt; tag and src attribute. Ensure that the src value is a relative path from the .html file to the image folder.</li> <li>• Images must be .png, .gif, or .jpeg files.</li> <li>• Each image file can't exceed 1 MB.</li> <li>• If you have multiple rich text area fields, create a separate .html file for the contents of each field.</li> <li>• .html file contents can't exceed the maximum size for its field.</li> <li>• If a date doesn't match the date format specified in the property file, the related article isn't imported.</li> <li>• If an .html file references a file that isn't allowed, the related article isn't imported.</li> <li>• If an .html file references an image that's missing, the related article is imported without the image.</li> </ul>
File field	<p> <b>Note:</b> In Lightning Knowledge, custom file fields are replaced with Salesforce Files.</p> <p>Enter the path relative to the file's location. If the specified path doesn't exist, the related article isn't imported. Note the following information about importing files.</p> <ul style="list-style-type: none"> <li>• We recommend that you create a folder for your files (for example, /files).</li> <li>• Each file must not exceed 5 MB.</li> </ul>
Category groups	<p>Use category unique names to categorize articles. Use the plus symbol (+) to specify more than one category. For example, Laptop+Desktop. Note the following information about data category groups.</p> <ul style="list-style-type: none"> <li>• Leaving the cell row empty causes your article to be set to No Categories.</li> <li>• If you specify a category and its parent (for example, Europe+France) the import process skips the child category France and keeps the parent category Europe, because application of a parent category implicitly includes the category's children.</li> <li>• When importing articles with translations and associated data categories, only the primary article retains the data</li> </ul>

Consideration	Notes
	categories. The article translations have no associated data category upon import.
Channels	<p>Specify articles' channels using the keywords.</p> <ul style="list-style-type: none"> <li>• <code>application</code> for Internal App. If you don't specify a channel, <code>application</code> is the default.</li> <li>• <code>sites</code> for Public Knowledge Base.</li> <li>• <code>csp</code> for Customer.</li> <li>• <code>prm</code> for Partner.</li> </ul> <p>Use the plus (+) symbol to specify more than one channel (for example, <code>application+sites+csp</code> to make an article available in all channels).</p> <p> <b>Note:</b> When importing articles with translations and associated channels, only the primary article retains the channels. The article translations have no associated channels upon import.</p>

 **Example:** The following example shows .csv files to import product offer articles. The first file imports articles without translations. The second .csv file imports articles with translations. The .csv files contain titles, summaries, and descriptions. They also classify the articles in the category group Products and make them available for specific channels. The `description__c` field is a rich text area and only supports paths to .html files. The `summary__c` field is a text field and only supports raw text. The summary field is optional, and `summary__c` is left blank for some rows. The `RecordTypeId` sets the Product Offer record type for two of the articles, and the "Best Desktop Computer Deals" article is an FAQ. Example `articlesimport.csv` file:

```
Title,summary__c,description__c,datacategorygroup.Products,Channels,RecordTypeId
Free Digital Camera Offer,Get the new Digital
Camera.,data/freecam.html,Consumer_Electronics,application+csp,012RM000002Q5M
Best Desktop Computer Deals,,data/bestdeals.html,Desktop,application+csp,012RM000002Q5g
Free Shipping on Laptop and
Desktops,,data/freeship.html,Laptop+Desktops,application+csp,012RM000002Q5M
```

Example `articlestranslationsimport.csv` file:

```
isMasterLanguage,Title,summary__c,description__c,datacategorygroup.Products,Channels,Language,RecordTypeId
1,Free Digital Camera Offer,Get the new Digital
Camera,data/freecam.html,Consumer_Electronics,application+csp,en,012RM000002Q5M
0,Libérer l'Offre d'Appareil photo digital,Obtenir le nouvel Appareil photo
digital.,data/freecam/fr.html,,,fr,012RM000002Q5M
0,Liberte Oferta Digital de Cámara,Consiga la nueva Cámara
Digital.,data/freecam/es.html,,,es,012RM000002Q5M
1,Best Desktop Computer
Deals,,data/bestdeals.html,Desktops,application+csp,en,012RM000002Q5g
```

```
0,Meilleures Affaires d'ordinateurs de
bureau,,data/bestdeals/fr.html,,,fr,012RM0000002Q5g
0,Mejores Tratos de ordenadores,,data/bestdeals/es.html,,,es,012RM0000002Q5g
1,Free Shipping on Laptop and
Desktops,,data/freeship.html,Laptops+Desktops,application+csp,en,012RM0000002Q5M
0,Libérer Affranchissement sur Portables et
Ordinateurs,,data/freeship/fr.html,,,fr,012RM0000002Q5M
0,Liberte Franqueo en Laptops y Ordenadores,,data/freeship/es.html,,,es,012RM0000002Q5M
```

Title	summary__c	description__c	datacategorygroup .Products	Channels	RecordTypeID
Free Digital Camera Offer	Get the new Digital Camera.	data/freecam.html	Consumer_ Electronics	application+csp	012RM0000002Q5M
Best Desktop Computer Deals		data/bestdeals.html	Desktop	application+csp	012RM0000002Q5g
Free Shipping on Laptop and Desktops		data/freeship.html	Laptop+Desktops	application+csp	012RM0000002Q5M

Language	Title	summary__c	description__c	datacategorygroup .Products	Channels	Language	RecordTypeID
1	Free Digital Camera Offer	Get the new Digital Camera.	data/freecam.html	Consumer_ Electronics	application+csp	en_US	012RM0000002Q5M
0	Libérer l'Offre d'Appareil photo digital	Obtenir le nouvel Appareil photo digital.	data/freecam/fr.html			fr	012RM0000002Q5M
0	Liberte Oferta Digital de Cámara	Consiga la nueva Cámara Digital.	data/freecam/es.html			es	012RM0000002Q5M
1	Best Desktop Computer Deals		data/bestdeals.html	Desktops	application+csp	en_US	012RM0000002Q5g
0	Meilleures Affaires d'ordinateurs de bureau		data/bestdeals/fr.html			fr	012RM0000002Q5g
0	Mejores Tratos de ordenadores		data/bestdeals/es.html			es	012RM0000002Q5g
1	Free Shipping on Laptops and Desktops		data/freeship.html	Laptops+ Desktops	application+csp	en_US	012RM0000002Q5M
0	Libérer Affranchissement sur Portables et Ordinateurs		data/freeship/fr.html			fr	012RM0000002Q5M
0	Liberte Franqueo en Laptops y Ordenadores		data/freeship/es.html			es	012RM0000002Q5M


Specify your [import parameters](#) in a property file using key names and corresponding values.


## Set Article Import Parameters

Specify import parameters in a property file using key names and corresponding values. For example, use the key `DateFormat` to specify that a date custom field appears in the `DateFormat=dd/MM/YYYY` format. Or, specify the character encoding and field separator used for the import file.

1. Create a file with required parameters, as described in this table.

Key	Description	Default Value
<code>DateFormat</code>	Format of the date to read in the .csv file	<code>yyyy-MM-dd</code>
<code>DateTimeFormat</code>	Format of the date and time to read in the .csv file	<code>yyyy-MM-dd HH:mm:ss</code>
<code>CSVEncoding</code>	Character encoding used to read the .csv file	<code>ISO8859_15_FDIS</code>
<code>CSVSeparator</code>	.csv field separator	<code>,</code>
<code>RTAEncoding</code>	Default encoding used for the HTML files (if not specified in the <code>charset</code> attribute from the HTML <code>meta</code> tag).	<code>ISO8859_15_FDIS</code>

 **Note:** Salesforce does not support UTF-32 character encoding. We recommend using UTF-8. If you use UTF-16 character encoding, ensure that your HTML files specify the right byte-order mark.

 **Note:** Specify only Java date formats. Make sure that the date format is not misleading. For example, if you choose the format `yyyy-M-d`, a date entered as `2011111` can be interpreted as `2011-01-11` or `2011-11-01`. Specify at least:

- Two digits for month and day format (MM, dd)
- Four digits for year format (yyyy)

If a date in the .csv file does not match the date format specified in the property file, the related article is not imported.

2. Save the file with the `.properties` extension.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience


Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To import articles:

- Manage Salesforce Knowledge
- AND
- Manage Articles
- AND
- Manage Knowledge Article Import/Export
- AND
- Read, Create, Edit, and Delete on the article type


 **Example:** Example offerarticlesimport.properties property file:

```
DateFormat=yyyy-MM-dd
DateTimeFormat=yyyy-MM-dd HH:mm:ss
CSVEncoding=ISO8859_15_FDIS
CSVSeparator=,
RTAEncoding=UTF-8
```

Create a [.zip file](#) and import into Salesforce Knowledge.


## Create an Article .zip File for Import

To complete your article import, create a .zip file with your parameters, .csv, and .html files, and upload them to Salesforce Knowledge.

 **Important:** Where possible, we changed noninclusive terms to align with our company value of Equality. We maintained certain terms to avoid any effect on customer implementations.

1. Create a .zip file containing:

- The .csv file.
- The folder containing the .html files to import.
- The folder containing the image files referenced in the .html files.
- The .properties file.

 **Important:** The import .zip file must meet the following requirements:

- There can only be one .csv file and one .properties file.
- The .csv file and the .properties file must be in the root directory.
- The compression process must preserve the folder and subfolder structure.
- The .zip file name can't contain special characters.
- The .zip file can't exceed 20 MB and the individual, uncompressed, files within the zip file can't exceed 10 MB.
- .csv files can't have more than 10,000 rows, including the header row. Therefore, you can have a maximum of 9,999 articles and translations.
- .csv file rows can't exceed 400,000 characters.
- .csv file cells can't exceed 32 KB.
- Each article in the .csv file can't have more than 49 translations.

2. From Setup, enter *Import Articles* in the *Quick Find* box, then select **Import Articles**.

3. Then:

- a. In Lightning Knowledge, select **Knowledge Base** from the dropdown.
- b. In Salesforce Classic, select the appropriate article type for the imported articles.


4. To select the .zip file, click **Browse**, and then click **OK**.

5. If your import contains translations, select **Contains translations?**.

### USER PERMISSIONS

To import articles:

- Manage Salesforce Knowledge
- AND
- Manage Articles
- AND
- Manage Knowledge Article Import/Export
- AND
- Read, Create, Edit, and Delete on the article type

 **Note:** When this option is selected, your .csv file must contain the `isMasterLanguage`, `Title`, and `Language` columns. If this option isn't selected, your .csv file can't contain the `isMasterLanguage`, but it must contain the `Title` column. The `Language` column is optional when importing articles without translations.

## 6. Click **Import Now**.

When the import is complete, you receive an email with an attached log that provides details about the import.

Check the status of your import on the Article Imports page.

## Article and Translation Import and Export Status

You can monitor the status of your article imports and exports.

To check the status of your imports and exports, from Setup, enter *Article Imports* in the Quick Find box, then select **Article Imports**. If you've enabled multiple languages for Salesforce Knowledge, you see one table for article and translation imports and another for exports for translation.

The import information includes:

- Possible actions
- .zip filenames
- Who submitted the import and when
- Status
- Started and completed dates
- Article types

The export information includes:

- Possible actions
- .zip filenames
- Who submitted the export and when
- Status
- Started and completed dates

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience.

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

Status	Description	Possible Action
Pending	The import or export starts as soon as the current import or export completes.	You can click <b>Cancel</b> to cancel the pending import or export.
Processing	The import or export is processing.	If you want to stop the process, or if the process has been stopped, call Salesforce Support. Salesforce might stop an import or export if a maintenance task has to be performed or the import or export exceeds one hour.
Stopping/Stopped	Salesforce Support is stopping or has already stopped the import or export.	Contact Salesforce Support to restart the import or export, or click <b>Cancel</b> to cancel an entry.

Status	Description	Possible Action
Aborted	The import or export has been canceled. The articles that have already been imported or exported successfully are available in Salesforce.	You can restart an import or export, delete an entry by clicking <b>Del</b> , or receive the completion email and check the details of your import or export by clicking <b>Email Log</b> .
Completed	The import or export is complete. Successfully imported articles are shown on the Article Management tab on the Articles subtab. Successfully imported translations are listed on the Translations subtab.	This status doesn't mean the import or export is successful. Click <b>Email Log</b> to check the details of your import or export.  Click the exported .zip file to save or open the file on your system.

## Support Articles in Multiple Languages

With multiple languages for Salesforce Knowledge, you can lower support costs by translating articles into the languages your audience prefers. After selecting your language settings, two translation methods are available: translating articles in-house using the editing tool in the knowledge base, or sending articles to a localization vendor. Different languages can use different methods. For example, you may want to export articles to a vendor for French translations, but assign articles to an internal Knowledge user for Spanish translations.

- Before you add languages to your knowledge base, decide for each language whether you want to translate articles directly in Salesforce or export articles to a translation vendor. Communicate your decision to the people involved in the translation process (authors, reviewers, translation managers, publishers).
- When adding a language to your knowledge base, keep in mind that it can't be deleted; however, you can hide a language by making it inactive. Deactivating a language means it no longer appears as a choice in the New Article dialog or the Submit for Translation dialog. Also, if articles are already published in the language, those articles are no longer visible to readers when the language is deactivated.
- You can only add languages supported by Salesforce to your knowledge base.
- To hide translated articles for a specific language, deactivate the language by unchecking **Active** on the Settings page.

### [Work with Articles and Translations](#)

The Article Management tab is your home page for working with articles throughout the publishing cycle as they are created, assigned to collaborators, translated, published, archived, and deleted.

### [Publish Articles and Translations](#)

Publishing articles and translations makes them visible in all channels selected. If you publish an article that has translations, all translations of the article are published as well.

### [Translate Articles in Lightning Knowledge](#)

If your organization supports a multilingual knowledge base, give agents and authors access to translated articles. Add authoring actions to user profiles so your agents can access primary language versions and translation drafts.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and the **Unlimited** Edition with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.



[Archive Articles and Translations](#)

Archiving removes published articles and translations that are obsolete so they no longer display to agents and customers on your organization's Salesforce Knowledge channels.

[Set Up Primary Article and Translation Side-By-Side View](#)

Look at a translated article and do a side-by-side comparison with the primary language version of the article. Admins can add a primary article component to the page layout so authors can view the primary language version beside the translated article.

## Work with Articles and Translations

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

The Article Management tab is your home page for working with articles throughout the publishing cycle as they are created, assigned to collaborators, translated, published, archived, and deleted.

Agents need the correct permissions on an article's article type and article actions to complete some tasks. For more information see, [Assign Article Actions to Public Groups](#).

To specify which articles appear in the list view, use the following options in the sidebar:

- In the View area, select Draft Articles, Published Articles, or Archived Articles. You can filter draft articles by those assigned to you or those assigned to anyone (all draft articles for your organization).
- If applicable, click the Translations tab in the View area, and select Draft Translations or Published Translations. You can filter draft translations by those assigned to you, those assigned to a translation queue, or those assigned to anyone (all draft translations in your organization).
- To refine the current view, first select an article language filter and then enter a keyword or phrase in the Find in View field. The Find in View field is inactivated for archived articles.
- In the Filter area, choose a category from a drop-down menu to filter the current view.

To modify which columns display, click **Columns**. The following columns are available depending on what is selected in the view area:

Column	Description	View
Action	Displays the actions available for the article or translation.	All articles and translations
All User Ratings	Average ratings from users of your internal Salesforce organization, Customer Portal, partner portal, and your public knowledge base.	Published and archived articles and published translations
Archived Date	Date the article was archived.	Archived articles
Article Number	Unique number automatically assigned to the article.	All articles and translations
Article Title	Click to view the article.	All articles
Assigned to	The user who is assigned work on the article.	Draft articles and translations
Assignment Details	Instructions for the assignment.	Draft articles and translations
Assignment Due Date	Date to complete work on the article. If the date has passed, it displays in red.	Draft articles and translations
Created Date	Date the article was written.	Draft articles and translations
Customer Ratings	Average ratings from users on the Customer Portal and the public knowledge base.	Published and archived articles and published translations

## USER PERMISSIONS

To create, edit, or delete articles:

- Manage Articles
- AND
- Create, Read, Edit, or Delete on the article type

To publish or archive articles:

- Manage Articles
- AND
- Create, Read, Edit, and Delete on the article type

To submit articles for translation:

- Manage Articles
- AND
- Create, Read, and Edit on the article type



To submit articles for approval:

- Permissions vary depending on the approval process settings

Column	Description	View
Language	The language an article is translated into.	Draft and published translations
Last Action	The date and type of the last action taken on a translation.	Draft and published translations
Last Modified by	Last person to update the article.	Draft articles and translations
Last Modified Date	Last date the article was edited.	All articles and translations
Most Viewed by all Users	Average views from users of your internal Salesforce organization, Customer Portal, partner portal, and your public knowledge base.	Published and archived articles and published translations
Most Viewed by Customers	Average views from users on the Customer Portal and the public knowledge base.	Published and archived articles and published translations
Most Viewed by Partners	Average views from users on the partner portal and the public knowledge base.	Published and archived articles and published translations
Partner Ratings	Average ratings from users of your partner portal and public knowledge base.	Published and archived articles and published translations
Published Date	Date the article was published.	Published articles and translations
Source Article	The original article before translation. Click the article title to view the article.	Draft and published translations
Translated Article	The title of the translated article. Click the translation title to edit the translation.	Draft and published translations
Translation Status	Status in the translation cycle. Hover over the icon to view the status for each translation. If a translation has been published, there are separate tabs for draft and published translations.	Articles submitted for translation
Type	The article's type, such as FAQ or Product Description, that determines what information the article contains.	All articles
Validation Status	Shows whether the content of the article has been validated.	All articles and translations, when enabled
Version	The article's version. Hover over the version number to view details about other versions of the article.	All articles

On the Article Management tab, you can:

- Find an article or translation by entering a search term or using the category drop-down menu.
- Create an article by clicking **New**.

- Publish an article or translation by selecting it and clicking **Publish...** If you have the “Publish Articles” article action and an approval process is set up for an article, you see both **Publish...** and **Submit for Approval** buttons.
- Modify an article or translation by clicking **Edit** next to it.
- See how an article or translation appears for end users by clicking **Preview** next to it. From the **Channel** drop-down menu you can choose any channel where an article is visible except the public knowledge base.  
 **Note:** Voting and Chatter information is not available when previewing a Knowledge article.
- See a list of an article’s or translation’s other versions by clicking its version number.
- Change the owner of an article or translation by selecting it and clicking **Assign...**  
 **Note:** All draft articles must have an assignee.
- Send an article or translation to the Recycle Bin by selecting it and clicking **Delete**.
- Archive a published article or translation by selecting it and clicking **Archive...**
- Submit articles for translation by selecting them and clicking **Submit for Translation**. You can set due dates for each language and assign it to another agent or a queue for export to a translation vendor.
- Go directly to the Setup pages for exporting and importing articles for translation with **Export Articles for Translation** and **Import Article Translations** in the Related Links area.

#### [Support a Multilingual Knowledge Base](#)

Reach a global audience by offering your knowledge base in multiple languages.

#### [Export Articles for Translation](#)

If your organization sends Salesforce Knowledge articles to a vendor for translation, use the Export Articles for Translation feature in Setup.

#### [Import Translated Articles](#)

If your organization sends Salesforce Knowledge articles to a vendor for translation, use the Import Article Translations feature in Setup. You can only import articles that have been exported from the same Salesforce organization. For example, you can't export articles from your test or sandbox organization and import them into your production organization.

## Support a Multilingual Knowledge Base

Reach a global audience by offering your knowledge base in multiple languages.

1. In Setup, enter *Knowledge Settings* in the Quick Find box, then select **Knowledge Settings**.
2. Click **Edit**.
3. Select **Multiple Languages** and add the languages you want to include in your knowledge base.

 **Important:** You can add the languages that your instance of Salesforce supports. But you can't remove any languages that have been added to your knowledge base.

4. Choose which settings you want to apply to language.

Setting	Description
Active	Active languages appear in the New Article and Submit for Translation dialog boxes.  The active/inactive status determines whether a published article is visible. For example, if Spanish articles are published to your partner portal and then you make Spanish an inactive language, the articles no longer appear.
Default Assignee	The default assignee is automatically assigned articles submitted for translation. The default assignee can be either an individual person or a queue.
Default Reviewer	The default reviewer is automatically assigned finished translations that are ready to be reviewed or published. The default reviewer can be either an individual person or a queue.

5. Save your changes.
6. If you want, create queues to distribute and assign articles to groups of people who can either translate them or review the finished translations. When setting up queues, use the Knowledge Article Version object.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and the **Unlimited** Edition with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional, Enterprise, Performance, and Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To set up multiple languages for Salesforce Knowledge:

- Customize Application AND Manage Salesforce Knowledge


## Export Articles for Translation

If your organization sends Salesforce Knowledge articles to a vendor for translation, use the Export Articles for Translation feature in Setup.

Place the articles to be translated in a translation queue. To enable the article export feature, create one or more queues; authors and reviewers select the queue when they submit an article for translation. Make sure that they know which queue to choose for which language.

 **Note:** You can have up to 50 exports in 24 hours and a maximum of 15 pending exports (exports that have not entered a final state such as Completed, Failed, or Canceled).

1. Create a [translation queue](#) with articles for translation.
2. On the Article Management tab, select the articles you want to translate, and click **Submit for Translation**.
3. In the dialog box, indicate which languages to translate the articles into and assign the translations to their corresponding language translation queue.
4. From Setup, enter *Export Articles for Translation* in the Quick Find box, then select **Export Articles for Translation**.
5. Select the queue that contains the articles you're exporting.
6. Select either:
  - **All articles** to export every article in the queue.
  - **Updated articles** to only export articles that have been modified or added.
7. Click **Continue**.
8. Select the source and target language pairs you want to export.
 

 **Important:** Salesforce creates a separate .zip file for every article type in each language pair. You must retain the .zip file structure for a successful import. For more information, see [Import Translated Articles](#) on page 68.
9. To have the files reviewed or published after being translated, select a user or a queue.
10. Select the file character encoding.
  - ISO-8859-1 (General US & Western European, ISO-LATIN-1)
  - Unicode
  - Unicode (UTF-8) *default*
  - Japanese (Windows)
  - Japanese (Shift\_JIS)
  - Chinese National Standard (GB18030)
  - Chinese Simplified (GB2312)
  - Chinese Traditional (Big5)
  - Korean
  - Unicode (UTF-16, Big Endian)
11. Select the delimiter for the .csv files.

The delimiter is the separator for columns when the file is converted to table form. Your options are tab (default) or comma.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and the **Unlimited** Edition with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To export articles:

- Manage Salesforce Knowledge
- AND
- Manage Articles
- AND
- Manage Knowledge Article Import/Export

To view articles:

- Read on the article type

To create articles:

- Read and Create on the article type

**12. Click Export Now.**

You're notified by email when your export is complete. You can also check the status of your export by viewing the Article Import and Export Queue. From Setup, enter *Article Imports and Exports* in the **Quick Find** box, then select **Article Imports and Exports**.

Unzip the exported files, but retain the file structure for a successful import.

## Import Translated Articles

If your organization sends Salesforce Knowledge articles to a vendor for translation, use the Import Article Translations feature in Setup. You can only import articles that have been exported from the same Salesforce organization. For example, you can't export articles from your test or sandbox organization and import them into your production organization.

1. From Setup, enter *Import Article Translations* in the **Quick Find** box, then select **Import Article Translations**.
2. Choose how Salesforce handles translations after they're imported.

Option	Description
Review imported translations on the Article Management tab before publishing	Add imported translations to a queue from which agents can review them.
Publish translations immediately on import	Publish imported translations without reviews.

3. Select the language of the articles you're importing.
4. If you chose to have articles reviewed before publishing, select to send the files to a user or a queue.
5. Click **Browse**, choose the translation .zip file to upload, and click **Open**.

You must place all the translation files (meaning, those exported from Salesforce and translated by your vendor) in a folder whose name is the same as the language code. For example, put French articles in an *fr* folder. Zip up this folder to create your import file.

**Important:** To import translated articles successfully, verify that the file structure and their extensions match the file structure and extensions of files exported from Salesforce Knowledge for translation. For example, if the target language is French, the file structure begins as follows:

```
import.properties
-fr
--articletypearticlename_kav
---articlename.csv
---[Article collateral, html, images, etc.]
```

**6. Click Import Now.**

If you have more translated articles to upload, repeat steps four through six.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and the **Unlimited** Edition with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To export articles:

- Manage Salesforce Knowledge
- AND
- Manage Articles
- AND
- Manage Knowledge Article Import/Export

To view articles:

- Read on the article type

To create articles:

- Read and Create on the article type



## 7. Click **Finish**.


An email notification is sent to you when your import finishes. You can view the status of your import from Setup by entering *Article Imports and Exports* in the **Quick Find** box, then selecting **Article Imports and Exports**.

## Publish Articles and Translations

Publishing articles and translations makes them visible in all channels selected. If you publish an article that has translations, all translations of the article are published as well.

You can publish an article or translation from the Article Management tab or the article's or translation's detail page. To publish in Classic Knowledge, you need the publish permission on an article's article type and the "Publish Articles" or "Publish Translated Articles" article action to publish an article or translation. To publish in Lightning Knowledge, you need the associated User Profile perms.

When publishing articles keep the following in mind.

- You can choose to publish directly or schedule publishing for a future date. Articles you scheduled for publication later continue to appear in the Draft Articles filter, now with the pending icon (🕒) next to the article title. To see the publication date, hover over the icon.
  -  **Tip:** To cancel a scheduled publication, click **Cancel Publication** on the article or translation detail or edit page.
- An article in an approval process might be sent to a queue to be published even if it is scheduled to publish immediately. This happens when the article is very large, there are many active languages, or there are many other articles to publish at that time. To mitigate performance issues, the article is sent to a queue until it can be published successfully, usually within minutes. Also, note that the **Last Modified By** field shows **Automated Process** as the last user to modify the article.
- If the draft being published is a working copy of a currently published article, it is published as a new version of the original.
- For articles and translations that have already been published, select the **Flag as new version** checkbox to make the new article icon (🌟) display next to your article in the selected channels. Readers from these channels can see that this article has been modified since the last time they've read it. This checkbox is not available when you publish an article for the first time, as the icon displays by default for new articles.
- If you assign an article that is scheduled for publication, you also cancel the scheduled publication.
- Scheduling a publication removes any assignment information. The user who scheduled the publication is assigned to the article.
- Conflicts might occur when different agents perform actions on the same articles simultaneously. Depending on who performs the action first, the articles will not be available for subsequent users though the articles still display momentarily in the articles list. Performing an action on these articles results in a conflict error.
- If you have the "Publish Articles" article action and an approval process is set up for an article, you see both **Publish...** and **Submit for Approval** buttons.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

**Table 5: Publishing Actions Available in Translated Articles**



Action	Translated Article Version Where Action is Exposed
Assign	Draft Primary, Draft Translation
Submit for Translation	Draft Primary, Published Primary
Publish	Draft Primary, Draft Translation

Action	Translated Article Version Where Action is Exposed
Archive	Published Primary
Edit	Draft Primary, Draft Translation
Edit as Draft	Published Primary
Delete	Draft Primary, Draft Translation
Change Record Type	Draft Primary
Submit for Approval	Draft Primary

## Translate Articles in Lightning Knowledge

If your organization supports a multilingual knowledge base, give agents and authors access to translated articles. Add authoring actions to user profiles so your agents can access primary language versions and translation drafts.

Depending on the status of your translation, and the authoring actions assigned to your user profile, you can do the following from the translation detail page.

Action	Description	Article Status
<b>Archive</b>	Archiving an article permanently deletes its published translations, so obsolete articles don't display to agents and customers on your organization's Salesforce Knowledge channels.	To archive a translation, archive its primary article.
<b>Assign...</b>	Assigns changes to the owner of the translation	Draft translations
<b>Delete</b>	Deleting a translation permanently removes it from the knowledge base.  <b>Note:</b> You can't undelete a draft translation.	Draft translations
<b>Edit</b>	Editing modifies the translation's content or properties.	Draft and published translations
<b>Preview</b>	Previewing shows how the translation appears to end users.  <b>Note:</b> Voting and Chatter information is	Draft and published translations

### EDITIONS

Available in: Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To work with translated articles:

- Manage Articles
- AND
- Create, Read, Edit, Delete, or Article Translation-Submit for Translation (depending on the actions assigned to the user profile)

Action	Description	Article Status
	not available when previewing a Knowledge article.	
<b>Publish...</b>	Publishing translations makes them visible in all channels selected.	Draft translations
<b>Submit for Translation</b>	Creates translation drafts for the current Primary Language Version	

You can't change channels on an article translation and then publish the article. Doing so generates an error.

When you change channels on an article, make sure that the channels on the article's translations match the new channels. Also, publish translations before you publish the primary language version.

To add authoring actions to a page layout created specifically for translations:

1. Click the **Object Manager** tab and select the **Knowledge** object.
2. Select a page layout from the **Page Layout** list. For example, a page layout that has already been created for translated articles.
3. From **Mobile and Lightning Actions**, drag **Publish**, **Edit**, **Delete**, **Assign**, and **Submit for Translation** actions onto the page.
4. Save your changes.

## Archive Articles and Translations

Archiving removes published articles and translations that are obsolete so they no longer display to agents and customers on your organization's Salesforce Knowledge channels.

You can archive published articles and translations on the Article Management tab. You can choose to archive either real time (now) or schedule the archival.

Articles you're archiving now move directly to the Archived Articles view. Articles you scheduled for archiving later continue to display on the Published Articles view, now with the pending icon (🕒). Hover over the icon to see the archive date. On the archive date, the article automatically moves to the Archived Articles view.

### Note:

- Conflicts can occur when different agents perform actions on the same articles simultaneously. Depending on who performs the action first, the articles will not be available for subsequent users though the articles still display momentarily in the articles list. Performing an action on these articles results in a conflict error.
- If you edit a published article that is scheduled for archiving, you also cancel the archiving.
- If an article has a published translation with a draft version, on archive, the draft version is deleted.
- Archiving a Knowledge article in Lightning Experience also permanently deletes any published translations of the article.
- You can't archive an article's primary version when it still has an associated draft version.

 **Tip:** To cancel a scheduled archive, click **Cancel Archive** on the article detail page.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

## Set Up Primary Article and Translation Side-By-Side View

Look at a translated article and do a side-by-side comparison with the primary language version of the article. Admins can add a primary article component to the page layout so authors can view the primary language version beside the translated article.

**Important:** Where possible, we changed noninclusive terms to align with our company value of Equality. We maintained certain terms to avoid any effect on customer implementations.

To set up Primary Version and Translated Article viewing:

1. From Setup, select the **Object Manager** tab.
2. From the **Object Manager**, select the **Knowledge** object. Then select the **Lightning Record Page**.
3. Click **Edit**, which takes you to the **Lightning App Builder**.
4. Create a Translations tab in the right column and name it, *Translations*.
5. Drag the **Translation Primary Article** component onto the new Translations page.
6. Set component visibility filters, as needed. For example, if you set the filter to *Is Primary Language Equal False*, then the primary article component doesn't show up. When you are on the primary language record (and you are not viewing the same version of the article in both columns).

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Salesforce Knowledge is available in the **Unlimited** Edition with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Essentials**, **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

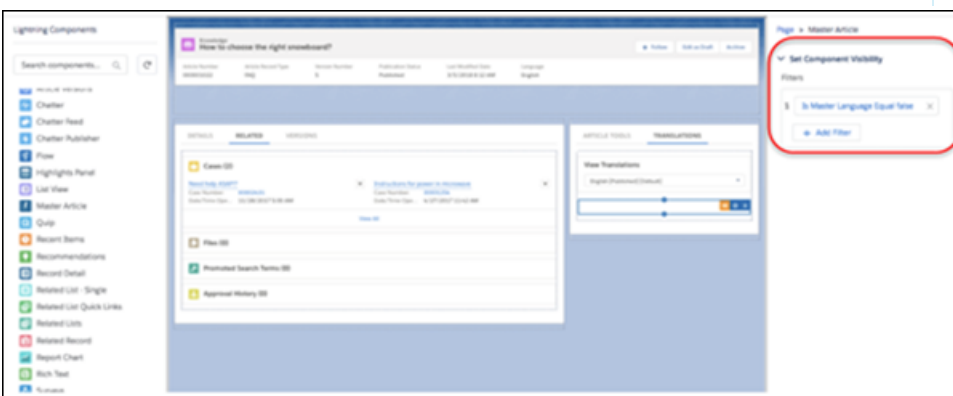
### USER PERMISSIONS

To set up:

- Manage Salesforce Knowledge AND Manage Articles

To view articles:

- Allow View Knowledge



7. Save and activate the page.

# Define Data Categories for Your Lightning Knowledge Articles

---

Create data categories and data category groups to help Knowledge users and customers find what they need. Some data category information doesn't apply to Lightning Knowledge.

## [Work with Data Categories](#)

Data categories are used in Salesforce Knowledge (articles and article translations), Ideas, Answers, and Chatter Answers to help classify and find articles, questions, or ideas. You can use data categories to control access to a particular set of articles, questions or ideas.

## [Create and Modify Category Groups](#)

Category groups are used by Salesforce Knowledge (articles), answers (questions), or ideas. In all cases, category groups are containers for individual data categories. For example, a Contracts category group sometimes contains Fixed Price, Cost Reimbursement, and Indefinite Delivery categories.

## [Add Data Categories to Category Groups](#)

Once you have category groups, you can add data categories to help agents classify and find articles, questions, or ideas.

## [Filter Articles with Data Category Mapping](#)

Make suggested articles more relevant when solving cases. Map case fields to data categories to filter for articles assigned to those data categories. For example, cases with a field for which product they are about can be mapped to the data category of that product. Articles assigned that category or product, are filtered to the top of the suggested article list.

## [Data Category Visibility](#)

Data category visibility can be set with roles, permission sets, permission set groups, or profiles. Data category visibility determines the individual data categories, categorized articles, and categorized questions that you can see.

### EDITIONS


Available in: Salesforce Classic, Lightning Experience

Salesforce Knowledge is available in **Performance** and **Developer** Editions and in **Unlimited** Edition with the Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, and **Unlimited** Editions.

## Work with Data Categories

Data categories are used in Salesforce Knowledge (articles and article translations), Ideas, Answers, and Chatter Answers to help classify and find articles, questions, or ideas. You can use data categories to control access to a particular set of articles, questions or ideas.

 **Note:** Since the Summer '20 release, standard Salesforce sharing for Lightning Knowledge is available. Switching to standard sharing changes how you work with data categories and how users can access Knowledge articles. See [Sharing Considerations for Lightning Knowledge](#) for more about sharing for Lightning Knowledge.

Salesforce Knowledge uses data categories to classify articles and make them easier to find. For example, to classify articles by sales regions and products, create two category groups: Sales Regions and Products. The Sales Regions category group could consist of a geographical hierarchy, such as All Sales Regions as the top level and North America, Europe, and Asia at the second level. The Products group could have All Products as the top level and Phones, Computers, and Printers at the second.

Data Category Limits	Details
Maximum number of data category groups and active data category groups	5 category groups, with 3 active at a time
Maximum number of categories per data category group	100 categories in a data category group
Maximum number of levels in data category group hierarchy	5 levels in a data category group hierarchy
Maximum number of data categories from a data category group assigned to an article	8 data categories from a data category group assigned to an article

In an answers zone, data categories help organize questions for easy browsing. Each answers zone supports one category group. For example, if you're a computer manufacturer you might create a Products category group that has four sibling categories: Performance Laptops, Portable Laptops, Gaming Desktops, and Enterprise Desktops. On the Answers tab, zone members can assign one of the four categories to each question and then browse these categories for answers to specific questions.

 **Example:**

### Logical Classification of Articles

As a knowledge base administrator, you can organize your knowledge base articles into a logical hierarchy and tag articles with the attributes that are significant to your business.

### Easy Access to Questions

As an answers administrator, you can choose which data categories are visible on the Answers tab. Zone members can tag a question with a category, which makes finding questions and answers easier for other members.

### Control of Article and Question Visibility

As a knowledge base or answers community administrator, you can centrally control the visibility articles or questions by mapping roles, permission sets, or profiles to categories in the category groups. When an article or question is categorized, users with visibility can automatically see it.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Data categories are available in all editions with Knowledge except **Professional** edition.

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

## Article Filtering

As a support agent, when articles are classified into logical categories, you can quickly and easily locate the article you need by filtering your organization's knowledge base. To ensure you see all relevant articles, filtering by category has expansive results that include a category's upward and downward relatives in the category hierarchy. For example, if your category hierarchy for products has the levels All Products > Computers > Laptops > Gaming Laptops and you are helping a customer with a laptop problem, filtering by Laptops returns articles classified with Laptops as well as articles classified with Computers, All Products, or Gaming Laptops. Effectively, you are made aware of useful related articles like a free shipping offer for all products or an upgrade offer for gaming laptops. (To prevent irrelevant results, category filtering doesn't return nonlinear relatives like siblings and cousins. Articles about Desktops, a sibling of Laptops, would not display.)

## Article and Question Navigation

As an end user, you can navigate the categories on the Articles tab or Answers tab to find the information you need to solve your problem.

## Managing Category Groups for Articles and Questions

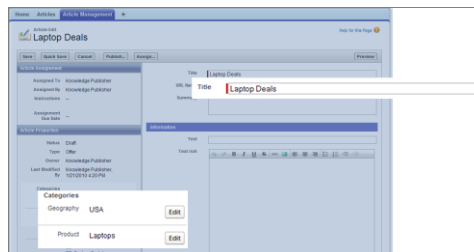
If your organization has Salesforce Knowledge and an answers community, you can create separate category groups or use the same category group for articles and questions.

## Data Categories in Articles

A category group is the container for a set of categories. In Salesforce Knowledge it corresponds to the name of the category drop-down menus. For example, if you use the Data Categories page in Setup, (enter *Data Category* in the **Quick Find** box, then select **Data Category Setup**) to create and activate a category group called Products, a Products menu displays on the Article Management tab, the article edit page, the Articles tab in all channels, and the public knowledge base.

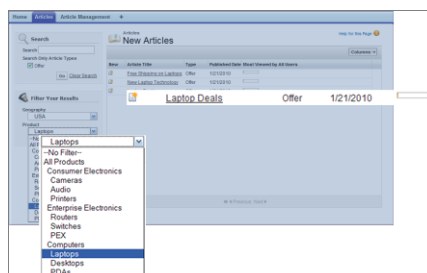
As an illustration, the figure below shows a knowledge base administrator's view of an article about laptop deals; using the article edit page, the administrator has classified the article with Laptops in the Products category group, and USA in the Geography category group.

### An Article About Laptop Deals on the Article Management Tab



The next figure now illustrates an agent finding that same article published on the Articles tab; the agent has selected Laptops and USA respectively in the Products and Geography drop-down menus to retrieve an article that is classified with both Laptops and USA.

### An Article About Laptop Deals on the Articles Tab



When you add categories to a category group, you build a hierarchy that can contain up to five levels of depth and up to 100 categories total. Each category can have one parent, many siblings, and many children. A robust and well-organized category hierarchy helps users find the articles that are relevant to them quickly and easily.

By default, all Salesforce Knowledge users have access to all categories; however, you can restrict category visibility by role, permission set, or profile.

### Data Category Implementation Tips

Consider the following information when planning and implementing data categories for your organization:

- You can create up to three category groups with a maximum of five hierarchy levels in each group. Each category group can contain a total of 100 categories.
- If you want to use data categories with Answers, after creating your category group you must assign it from Setup by entering *Data Category Assignments* in the **Quick Find** box, then selecting **Data Category Assignments** under Answers. You can only assign one category group to an answers community. Salesforce Knowledge supports multiple category groups.
- Category groups are hidden from users until they are activated. Do not activate a category group until you have finished defining its categories and their access settings, including their visibility.
- When assigning categories to articles, you can choose up to eight categories in a category group.
- If an article has no categories, it displays only when you choose the **No Filter** option in the category drop-down menu.
- When searching for articles or article translations, selecting a category automatically includes the parent and children of that category and any grandparents, up to and including the top level. Sibling categories are not included. For example, if a category hierarchy has the levels All Products, Switches, Optical Networks, and Metro Core, selecting “Optical Networks” from the category drop-down menu returns articles assigned to any of the four categories. However, if the Switches category has a sibling category called Routers, selecting “Optical Networks” does not return articles classified within Routers. Category visibility settings may limit the specific articles you can find.
- Once visibility settings have been chosen for the categories:
  - Users who are not assigned visibility can only see uncategorized articles and questions unless default category visibility has been set up.
  - For role-based visibility, Customer Portal users and partner portal users inherit the category group visibility settings assigned to their account managers by default. You can change the category group visibility settings for each portal role.
  - If you only have access to one category in a category group, the category drop-down menu for that category group does not display on the Articles tab.
- You can translate the labels of categories and category groups using the Translation Workbench.

### Best Practices for Data Categories

Consider the following tips when using data categories:

- To quickly manage data categories, use keyboard shortcuts.
- After creating or updating categories, set up category group visibility rules.
- Save your changes frequently. The more actions you perform before clicking Save, the longer it takes to save.


SEE ALSO:

[Sharing Considerations for Lightning Knowledge](#)




## Create and Modify Category Groups

Category groups are used by Salesforce Knowledge (articles), answers (questions), or ideas. In all cases, category groups are containers for individual data categories. For example, a Contracts category group sometimes contains Fixed Price, Cost Reimbursement, and Indefinite Delivery categories.

1. From Setup, enter *Data Category* in the Quick Find box, then select **Data Category Setup**.
2. To create a category group, click **New** in the Category Groups section.  
By default, you can create a maximum of five category groups and three active category groups. To edit an existing category group, hover your cursor over the category group name and then click the **Edit Category Group** icon (  ).
3. Specify the `Group Name` up to a maximum of 80 characters. This name appears as the title of the category dropdown menu on the Article Management and Articles tabs, and, if applicable, in the public knowledge base. The `Group Name` does not appear on the Answers tab.
4. Optionally, modify the `Group Unique Name` (the unique name used to identify the category group in SOAP API).
5. Optionally, enter a description of the category group.
6. Click **Save**.  
You receive an email after the save process completes.

### Activating Category Groups

When you add a category group, it's deactivated by default and only displays on the administrative setup pages for Data Categories, Roles, Permission Sets, and Profiles. Keep your category groups deactivated to set up your category hierarchy and assign visibility. Until you manually activate a category group, it does not display in Salesforce Knowledge or your answers community. In addition to activating the category group, for answers communities you must assign the category group to a zone before the categories are visible on the Answers tab.

To activate a category group so it is available to users, move the mouse pointer over the name of the category group and click the **Activate Category Group** icon (  ).

You can now [add categories](#) to your category group. When you create a category group, Salesforce automatically creates a top-level category in the group named `A11`. Optionally, double-click `A11` to rename it.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Data categories are available in all editions with Knowledge except **Professional** edition.

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To view the Data Categories page:

- View Data Categories in Setup

To create, edit, or delete data categories:


- Manage Data Categories

## Add Data Categories to Category Groups

Once you have category groups, you can add data categories to help agents classify and find articles, questions, or ideas.

Administrators can create data categories for Salesforce Knowledge articles, questions in a zone, or ideas to classify and find articles, questions, or ideas. You can also use data categories to control access to articles, questions, and ideas.

By default, you can create up to 100 categories in a data category group and have up to 5 levels in a data category group hierarchy. To request more categories or hierarchy levels, contact Salesforce.


 **Note:** On the Answers tab, only first-level data categories display. Therefore, when creating data categories for a portal or community, ensure that the categories you want visible have a sibling relationship and not a parent-child relationship.

1. From Setup, enter *Data Category* in the **Quick Find** box, then select **Data Category Setup**.
2. Click the category group name.
3. Click a category that is directly above where you want to add a category (a parent), or at the same level (a sibling).
4. Click **Actions**, then select an action: **Add Child Category** or **Add Sibling Category**.
5. Enter a category name up to a maximum of 40 characters.

If possible, Salesforce automatically reuses the name you entered as the `Category Unique Name`, a system field which the SOAP API requires.

6. Click **Add**. Alternatively, press Enter.
7. Click Save.

Save your changes frequently. The more actions you perform before clicking Save, the longer it takes to save.

 **Tip:** By default, all Salesforce Knowledge users and zone members can see all categories within an active category group. You can [restrict category visibility](#) after you have set up your data categories to ensure that users only access articles and questions that you want them to see.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Data categories are available in all editions with Knowledge except **Professional** edition.

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### USER PERMISSIONS

To view the Data Categories page:

- View Data Categories in Setup

To create, edit, or delete data categories:

- Manage Data Categories

## Filter Articles with Data Category Mapping

Make suggested articles more relevant when solving cases. Map case fields to data categories to filter for articles assigned to those data categories. For example, cases with a field for which product they are about can be mapped to the data category of that product. Articles assigned that category or product, are filtered to the top of the suggested article list.

### Important:

- Filtering articles based on case information is only supported in text and picklist fields.
- Filters are applied to Knowledge results after the case has been saved.
- Filters are applied after a Knowledge search and only to the articles returned in the search.
- Using Filters does not return a list of all articles that match the filter criteria. Instead, the filters are applied to the initial pool of article results returned.
- Results may be filtered after a search.
- A category group can only be used once in a data category mapping.
- Suggested articles are returned if `Suggest articles for cases considering case content` is enabled. When suggested articles is disabled, search uses data category mappings. Case subject fields are used when there are no data category mappings.

To implement data category mapping, select which case fields map to which data categories and set a default data category for cases that have no value for the mapped fields.

For information on data categories, see [Work with Data Categories](#) on page 74.

1. From Setup, enter *Data Category Mappings* in the *Quick Find* box, then select **Data Category Mappings**.
2. In the *Case Field* column, use the drop-down list to add a field.
3. In the *Data Category Group* column, use the drop-down list to map the information from the lookup field to a data category.
4. In the *Default Data Category* column, use the drop-down list to assign a data category when the field value does not match any categories from the category group.
5. Click **Add**.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Data categories are available in all editions with Knowledge except **Professional** edition.

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional, Enterprise, Performance,** and **Developer** Editions. For more information, contact your Salesforce representative.


### USER PERMISSIONS

To map data category groups

- Customize Application AND Manage Salesforce Knowledge

## Data Category Visibility

Data category visibility can be set with roles, permission sets, permission set groups, or profiles. Data category visibility determines the individual data categories, categorized articles, and categorized questions that you can see.


 **Note:** Since the Summer '20 release, standard Salesforce sharing for Lightning Knowledge is available. Switching to standard sharing changes how you work with data categories and how users can access Knowledge articles. See [Sharing Considerations for Lightning Knowledge](#) for more about sharing for Lightning Knowledge.

There are three types of visibility: With custom data category visibility, you can only see the data categories permitted by their role, permission sets, or profile.

- All Categories: All categories are visible
- None: No categories are visible
- Custom: Selected categories are visible

### Visibility Setting Enforcement

To ensure a wide range of relevant information, category group visibility is broadly interpreted. Setting a category as visible makes that category and its entire directly related family line—ancestors, immediate parent, primary children, other descendants—visible to users. For example, consider a Geography category group with continents such as Asia and Europe at the top level, various countries at the second level, and cities at the third level. If France is the only visible category selected, then you can see articles classified with Europe, France, and all French cities. In other words, you can see categories that have a direct vertical relationship to France but you cannot see articles classified at or below Asia and the other continents.


 **Note:** Only the first-level categories in the category group are visible on the Answers tab. In the Geography example, only the continent categories appear on the Answers tab; therefore, if France is the category selected as visible in category group visibility settings, zone members can see questions classified with Europe.

Category group visibility settings are enforced on the Answers tab, the Article Management tab, the Articles tab in all channels (internal app, partner portal, Salesforce.com Community, and Customer Portal), and the public knowledge base. In the following areas, users only see the categories that their visibility settings allow:

- On the Article Management tab, when creating or editing articles
- On the Article Management tab and the Articles tab, the category drop-down menu for finding articles
- On the Answers tab, the categories listed below the zone name

### Initial Visibility Settings

If role, permission set, or profile data category visibility has not been set up, all users can see all data categories. However, if data category visibility is set up, users who are not assigned data category visibility by a role, permission set, or profile, only see uncategorized articles and questions unless you make the associated categories visible by default. Role, permission set, and profile visibility settings restrict default visibility settings. For example, if a data category is visible by default, it is not seen by a user whose role restricts access to that data category.

 **Note:** If data category visibility is defined with roles, permission sets, and profiles, Salesforce uses a logical OR between the definitions to create a visibility rule for each user.

### EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Data categories are available in all editions with Knowledge except **Professional** edition.

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional, Enterprise, Performance, and Developer** Editions. For more information, contact your Salesforce representative.

### Role-Based Visibility Setting Inheritance

Child roles inherit their parent role's settings and are kept in sync with changes to the parent role. You can customize and reduce the child role's visibility, but you cannot increase it to be greater than that of the parent role. By default, Customer Portal users and partner portal users inherit the category group visibility settings assigned to their account managers. You can change the category group visibility settings for each portal role. Because high-volume portal users don't have roles, you must designate visibility settings by permission set or profile before these users can view categorized articles and questions.

### Categorized Article Visibility

User's can see an article if they can see at least one category per category group on the article. For example, consider an article that is classified with *California* and *Ohio* in the Geography category group and *Desktop* in the Products category group:

- If you have visibility on Ohio and Desktop (but not California), you can see the article.
- If you don't have visibility on either California or Ohio but do have visibility on Desktop, you do not see the article.
- If you have visibility on California but not Desktop, you do not see the article.

### Revoked Visibility

Data category visibility can be revoked (set to **None**) for a particular category group. Users in the target role, permission set, or profile can only see articles and questions that aren't classified with a category in that category group. For example, if a user's role has revoked visibility in the Geography category group but visibility to the Products category group, he or she can only see articles that have no categories in Geography and are classified with a category in Products. Because an answers zone can only be assigned to one category group, if the Geography category group was assigned to the zone and a member's role visibility was revoked for that group, the member could only see uncategorized questions.

For a detailed example, see [Category Group Article Visibility Settings Examples](#).

SEE ALSO:

[Sharing Considerations for Lightning Knowledge](#)

## Sharing for Lightning Knowledge

Sharing for Lightning Knowledge lets you take advantage of the features you already know, such as organization-wide defaults, access by owner role hierarchies, and criteria-based rules. When you make the switch to sharing for Lightning Knowledge, you can manage article access based on fields within the article instead of data categories.

You can create rules to modify access to articles based on most standard and custom fields, including the record type field. For example, you can let one group of users see only FAQs while other users see multiple record types like FAQs, product information, and training articles. Or, share articles with a team of reviewers when the Review Status field is "Needs Review", if your org contains such a field.

### [Choose the Sharing or Access Model for Lightning Knowledge](#)

The standard Salesforce sharing model contrasts with the default for Knowledge, which uses data categories to control access beyond object permissions. When you use standard sharing, data categories no longer control record access. Your knowledge base continues to use data categories to classify articles. Data categories affect searches and queries and can be used as filters.

#### EDITIONS

Available in: Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### Sharing Considerations for Lightning Knowledge

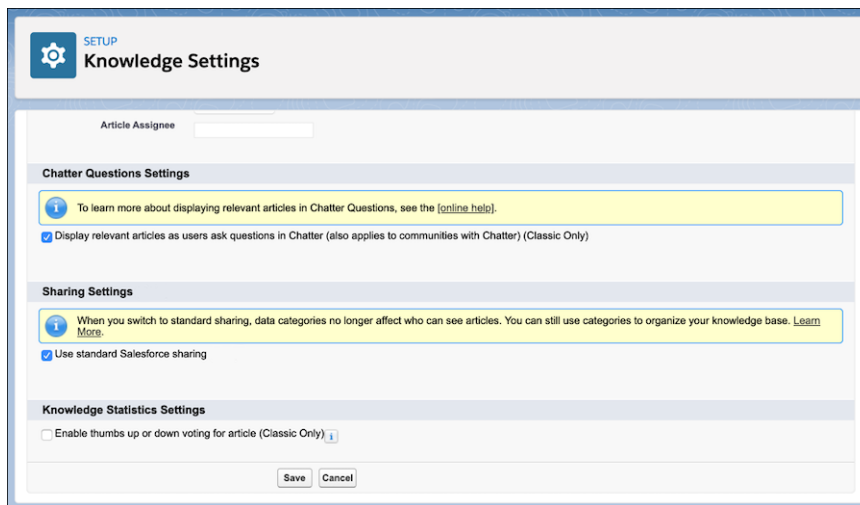
Sharing gives you control and flexibility to set access to articles with organization-wide defaults, owner-based sharing, and criteria-based rules. Sharing is just one piece of the puzzle. It works with object permissions, app permission such as viewing draft articles, administrator access, and whether the article is available internally, externally, or publicly. Keep these considerations in mind when you plan your sharing model.

## Choose the Sharing or Access Model for Lightning Knowledge

The standard Salesforce sharing model contrasts with the default for Knowledge, which uses data categories to control access beyond object permissions. When you use standard sharing, data categories no longer control record access. Your knowledge base continues to use data categories to classify articles. Data categories affect searches and queries and can be used as filters.

To use the Salesforce sharing model for Knowledge:

1. From Setup, enter *knowledge* in the quick find box and select **Knowledge Settings**.
2. Click **Edit**.
3. Under Sharing Settings, select **Use standard Salesforce sharing**.



4. Save your changes.
5. To view the sharing settings for Knowledge, from Setup, enter *sharing* in the quick find box and select **Sharing Settings**. By default, the knowledge object uses Public Read/Write for internal users and Private for external access.
6. To add a sharing rule, click **New** under Knowledge Sharing Rules.

You can switch from Salesforce sharing back to data category sharing by deselecting **Use standard Salesforce sharing** in the Knowledge Settings page. We recommend that you delete all sharing rules for knowledge articles before you switch back to data category sharing. Before you can turn off standard sharing, make sure that the organization-wide default access for internal and external users is Public Read/Write. Wait for any sharing recalculations to finish because you can't change the sharing model while calculations are in progress.

### EDITIONS

Available in: Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

## Sharing Considerations for Lightning Knowledge

Sharing gives you control and flexibility to set access to articles with organization-wide defaults, owner-based sharing, and criteria-based rules. Sharing is just one piece of the puzzle. It works with object permissions, app permission such as viewing draft articles, administrator access, and whether the article is available internally, externally, or publicly. Keep these considerations in mind when you plan your sharing model.

**Important:** Where possible, we changed noninclusive terms to align with our company value of Equality. We maintained certain terms to avoid any effect on customer implementations.

### How Do Data Categories Fit In?

When you switch to standard sharing, data categories are still used for classifying, filtering, and searching for articles. With standard sharing enabled, data categories no longer control access, so check whether you can simplify or remove any data categories. If you previously created groups of data categories primarily to control access, not filter articles, consider whether to remove or deactivate those groups. For example, sharing rules that use the article's language or record type can replace groups of categories matching the article's language, region, or record type.

#### EDITIONS

Available in: Lightning Experience

Salesforce Knowledge is available in **Essentials** and **Unlimited** Editions with Service Cloud.

Salesforce Knowledge is available for an additional cost in: **Professional**, **Enterprise**, **Performance**, and **Developer** Editions. For more information, contact your Salesforce representative.

### Article Access with Salesforce Sharing

Changing the sharing model requires you to rethink your permissions and access strategy. Instead of data categories assigned to user profiles, standard sharing uses ownership, defaults, and rules to determine who can see and edit articles.

#### Sharing and article versions

Sharing works at the level of the article version (the `Knowledge__kav` object) and not the primary article (the `Knowledge__ka` object). You can configure rules and settings so that an agent or user can access some versions but not others. In contrast, because category sharing affects the primary article, versions always have the same category-based access as that of the primary version. This difference applies to language-based versions and consecutive versions.

For example, changing the value in a record between versions can change the result of a sharing rule and therefore grant or remove access. In addition, a user can view only published articles unless their profile has the permissions to view draft and archived articles.

#### Object and app permissions

Knowledge object permissions to Create, Read, Edit, and Delete articles, granted via profile permissions, control baseline access. Sharing settings refine access, but they can't give access to articles the user can't otherwise view or edit. Currently, object-level View All Records and Modify All Records don't grant more access.

Similarly, app permissions for Knowledge, such as View Draft Articles and View Archived Articles, are enforced regardless of sharing.

When the user doesn't have access to the `Knowledge__ka` object, any code involving `Knowledge__kav` throws an error. Before you implement anything related to `Knowledge__kav`, use the `Schema.describe` methods to check if the user has access to the `Knowledge__ka` object. For example, `Schema.sObjectType.Knowledge__ka.isAccessible()`  
[Learn More About Enforcing Object and Field Permissions](#)

#### Article owners and translations

The user who creates a knowledge article is the owner of the primary article and, by default, all versions. The user who submits an article for translation is the owner of the translation version. When your knowledge base contains translations, make sure that your sharing settings provide translators with access to translations and primary-language article versions. For example, if the sharing for a primary-language article is set to Private, it can prevent translators from accessing the primary-language articles.

### Access for article authors

Setting the organization-wide default to Public Read Only prevents non-owners from performing authoring actions such as editing or restoring archived articles. Write access granted via sharing is required to use these actions: Edit, Publish, Delete Draft, Assign, Edit as Draft, Archive, Submit for Translation, Restore, and Delete Archived Article. Admin users with Modify All Data permission, which overrides sharing, can still edit articles.

## Fields Available for Sharing Rules

You can create rules using custom fields and most standard fields as criteria. But you can't use the following fields in sharing rules:

 **Note:** The Article Type field differentiates articles in Knowledge for Salesforce Classic, while Lightning Knowledge uses Record Type.

- Article Type
- Assignment Date
- Assignment Due Date
- Assignment Note
- File fields
- Is Latest Version
- Is Master Language
- Publication Status
- Translation Completed Date
- Translation Exported Date
- Version Number

## Limitations

The following Sharing features aren't available for Knowledge.

- [Manual sharing](#)
- [Apex sharing](#)



# INDEX

## A

Article Translations  
import [68](#)

Articles  
export status [59](#)  
import status [59](#)  
reporting [39](#)

## E

Export  
articles [67](#)

Exporting  
Salesforce Knowledge status [59](#)

## I

Import  
article translations into Salesforce Knowledge [68](#)

Importing  
Salesforce Knowledge status [59](#)

## L

Lightning Knowledge [72](#)

## R

Reports  
Salesforce Knowledge [39](#)  
Salesforce Knowledge fields [44](#)

## S

Salesforce Knowledge  
about multiple languages [60](#)  
export articles for translation [67](#)  
import article translations [68](#)  
multiple languages [66](#)  
reporting [39, 44](#)  
send article content in email [23](#)

Salesforce Knowledge Articles  
reporting [39](#)

Smart Links [34](#)