Knowledge Article Types in EpicCare

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**Overview**

Knowledge is made available in EpicCare through the use of knowledge articles, including Solutions, Step by Step Procedures, Frequently Asked Questions (FAQ), Quick Reference Guides (QRG), and News/Alerts. Knowledge articles capture information about Epicor’s products and services and are used to educate internal and external customers. Good content is essential to the efficiency and effectiveness of these knowledge articles. What is more, knowledge must be conveyed to the intended audience using the appropriate communication vehicle; therefore, it is critical that knowledge authors choose the correct article type when composing knowledge.

This QRG identifies the types of knowledge articles used in EpicCare and their respective purpose.

**Related Links**

[Twenty Questions on Knowledge Management (KM) at Epicor](https://epicorcs.service-now.com/nav_to.do?uri=kb_view.do?sysparm_article=KB0010206)

[Basic Writing Tips for Creating KB Articles](https://epicorcs.service-now.com/nav_to.do?uri=kb_view.do?sysparm_article=KB0010587)

**Knowledge Article Types and their Purpose**

Users and knowledge authors will reference the table below to define the functional purpose of each type of knowledge article.

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| --- | --- |
| **Article Type** | **Functional Purpose** |
| Solution | A knowledge article that has been created based on an Epicor customer case or problem. These are requested when no other knowledge articles exist to resolve the customer’s issue. |
| Step-by-Step Procedure | A knowledge article that is a step-by-step guide written to direct the end-user through a task or process. |
| Quick Reference Guide (QRG) | A knowledge article that provides an overview or further clarification on a specific topic or process. Also known as a Cheat Sheet.    **Note**: *Common types of QRGs are checklists, phone contact lists, and list of covered services.* |
| Frequently Asked Questions (FAQ) | A knowledge article that provides loosely scripted answers/responses for specific questions and scenarios on a topic. |
| Alerts | A knowledge article intended to briefly advise customers and/or support of current information or impacts to service. |
| Newsletter | A knowledge article intended to provide users of the latest EpicCare news, including tips and other communications. |
| Product Release Notes | A knowledge article that provides recent updates to an Epicor product.  These are auto-generated via email. |
| EpicCare Release Notes | A knowledge article that provides recent updates and open issues for the EpicCare platform. |

**Knowledge Article Cheat Sheet**

Knowledge authors reference the cheat sheet below when identifying the appropriate type of knowledge article to convey specific information.

|  |  |
| --- | --- |
| **Intent** | **Applicable Knowledge Article** |
| Provide answers to questions | FAQ |
| Provide scenario-based knowledge | Step-by-Step Procedure |
| Provide troubleshooting steps | Step-by-Step Procedure |
| Provide *How-to* instruction | Step-by-Step Procedure |
| Provide case or problem outcome | Solution |
| Provide checklists, lists, categorizations, etc.,  (information only) | QRG |
| Advise external customers of issue | Alerts |
| Advise Support of interruption/impact to  customers’ service | Alerts |