# Knowledge Article Content Template

Title: (Descriptive and searchable)

Audience: (Public / Logged-in Users / Agents Only)

Folder: (Choose appropriate category)

Tags: (VPN, password reset, onboarding, etc.)

## Content Sections

* Summary or Description
* Step-by-Step Instructions (use numbered lists and screenshots)
* Troubleshooting Tips or Common Errors
* Attachments (PDFs, guides, links)
* Related Articles (hyperlink other KBs)
* Feedback prompt: “Was this article helpful?”

Use agent comments or workflow notes to draft articles directly from real ticket data.