# KB Tagging & Visibility Strategy

## Tagging Guidelines

* Use 2–4 descriptive tags per article.
* Tags should align with common ticket keywords (e.g., VPN, login, password reset).
* Avoid acronyms or abbreviations unless well-known in your org.
* Periodically review the tag list and remove unused or redundant tags.

## Visibility Levels

* Public – Visible to anyone with the portal URL. Use for general support topics or external documentation.
* Logged-in Users – Visible only to authenticated requesters. Ideal for internal SOPs and employee guides.
* Agents Only – Restricted to IT/HR/Facilities agents. Use for troubleshooting guides, internal escalations, and configuration notes.