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Why did we build Document360?

Hello there,

This is Saravana Kumar, Founder of Document360. Thank you for taking the time to evaluate Document360.

I would like to give you a quick background on "Why did we build Document360?".

3 years of pain

We are building software products for nearly 10 years now serving large enterprise customers like Microsoft, HP, BBC, IKEA, etc across 40+ countries.

Document360 is our 4th product in the company.

For nearly 3 years we were struggling to maintain a quality knowledge base for our products. We were spending most of our time trying to work around gaps in functionality in the product available in the market, rather than focusing on the knowledge base.

We started looking out for an alternate good product in the market and realized pretty much every product in the market came with a set of challenges. They were missing a lot of preliminary features like a version control system, poor editor, limitations with category management UI/UX experience and the limit on hierarchy depth, search is not good, no analytics, missing SEO capabilities and so on.

On the face of it, the products in the market ticked the boxes, but once you start using it you soon discovered the limitations and quality issues.

This is when we understood, given our expertise building great enterprise products, there is an opportunity to build a world-class knowledge base product and help thousands of companies to maintain a great online knowledge base for their products and services.

We are continuously innovating in this space. Our ambition is to make Document360 the go-to product for building online knowledge bases (private or public).

I hope you'll find Document360 as a useful product for building your online knowledge base. I've put together a getting started article called "[5 basic things to get started](#)" to give you a head start.

Regards,

Saravana Kumar

Founder - [Document360](#)

PS: You can reach me anytime at saravana@document360.co

This is a sample article, you can safely delete it.

5 basic things to get started

At the start, it could be overwhelming to explore a new product. We wanted to give you some head start to start with the basics and then slowly explore the features at your phase.

Here are the 5 basic things for you to get started. Please spend a few minutes making the most out of the Document360 trial.

1. View your knowledge base

There are two parts to Document360. An admin portal (what you are seeing here) for authors to create content and a knowledge base site (can be public or private) for the end-users (like customers, internal teams, etc) to read the content.

Here is the link to your knowledge base https://readers_api-testing001.document360.net.

The knowledge base then got two important factors. A professional-looking **home page** and **the docs** (the knowledge base content).

Using the home page builder, you can change the look and feel, without requiring any developer support. You can also completely disable if you don't need the home page.

2. Categories Management

On the left-hand side, you'll see a few different categories created each with some articles. Let's take a look at some of the action you can perform to maintain a good Category structure.

You can easily *add, delete, hide, rename, move* categories from the left-hand side using few ways.

- You can click on the **Add category** to add top-level categories
- Sub-Categories can be created by either using the **fly-out menu** at any particular position or the **context menu** ". . ." at a specific category. Mouse over the categories and you'll see these options coming.
- You can move the categories across by simply drag and drop
- You can perform Hide, Delete, Rename actions from the context menu

Technically there is no limit on the category hierarchy. However, we recommend do not go beyond 3 or 4 levels deep, so it's easy for readers to understand.

3. Manage Articles

Articles are the core part of your knowledge base, you'll probably spend a vast majority of time writing and editing articles.

Let's take a look at some of the main features of article management to get started.

- You can create articles at any folder via either the **fly-out menu** or the **Context menu** ". . ." just mouse over any folder and you'll see the context menu).
- Making an article live is just a one-click operation, just click the **Publish** button when ready

- You can set various article settings like SEO, Table of Content visibility, Add attachments, Related articles, etc via the **Article Settings** (gear icon on the top right)
- You can switch to your preferred editors (Markdown or WYSIWYG) at article level via **Article Settings**
- You can change the contributors of the articles (you may collaborate with few authors to create the article)
- You can set stale status at the article level, you'll get notified when the article is untouched for a long period.
- Once you edited and published the article a few times, check out the Version control (clock icon). It helps to see the difference and rollback to previous if required.

4. Basic usability tips

There are a lot of attention to detail on your core working area, let's take a look at some of them

- You can either hide the category manager or resize the category manager using the handles.
- When working with Markdown editor, the preview pane helps to see the result, it comes with handles to hide and resize.
- The fly-out menu's on Category managers helps to add categories and articles at desired places
- The moment you start editing, the article will get locked (so others can't accidentally overwrite your content)
- You have discussion option at every article level to collaborate with your team (by @mention)

5. Basic Settings

Over a period you'll explore all the features of the product (we created Features Explored popup to help you with this). For time being, let's take a look at some core settings.

- You can change the look and feel of your knowledge base site via Settings>Knowledge Base Site > Site Design and Navigation.
- You can change the knowledge base access to Public or Private via Settings>Knowledge Base Site > Site access
- You can manage your team (add/remove) and set security and access rights via Settings > Project Admin > Team management

Hopefully, this little article would have given you the basic idea about the power of Document360 and help you get started.

Feel free to reach us any time if you need further help via the **Chat** (profile picture > chat with us)

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Understanding Home page builder

The home page is the first page an end-user will see when they visit your knowledge base. The Home Page Builder lets you customize your home page by adding links, changing colors, including categories from your knowledge base, and more.

The home page builder comes with an intuitive interface to design a professional looking front-page to your knowledge base. You do not need any developer support to create a good looking home page.

If you do not want a home page and would like to direct the user directly to the real content, you can easily turn off the home page for your knowledge base.

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Understanding - Drive

Drive

For any great knowledge base you need a set of media assets like images, videos, PDF's, Word/Excel documents etc. It becomes challenging to manage them. The Drive feature in Document360 helps you to manage all this assets in a centralised location.

- Create and manage a good hierarchical folder structure for the assets.
- You can search the assets
- Tag them for better organisation
- Star important ones for easy access

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Understanding Analytics

Document360 includes analytics tools to help you understand end-user engagement with your knowledge base. There are 4 main categories of analytics

- **Performance analytics** - this shows the general performance of your knowledge base, like visitors count, articles created, most viewed articles, likes, and dislikes
- **Search analytics** - Keep track of the important search queries that are performed in your knowledge base. We also track "no result" search terms, which are very important to improve your knowledge base.
- **Team analytics** - gives you an overview of how well your team is performing. Who creates most articles, which article is performing well etc.
- **Feedback** - The end-users can provide feedback on the knowledge base, whether they liked or disliked the article, any specific comment why they like/dislike an article. You can view all of them in the Feedback Analytics section.

Understanding Link Analytics

Links status is a sub-feature under the Analytics section of Document360. This feature is a broken link checker that helps validate and monitor all internal links, external links, and media file links on your Knowledge base and detect any broken/dead links.

This detection would help users rectify or resolve the broken or not working links and provide a seamless experience to the reader.

We have segmented the links status into three categories

1. **Working links**
2. **Redirected links**
3. **Broken links**

You can view the project's version and language level results in the links status overview page of the Analytics menu.

The links status for individual articles can be viewed in the **Article analytics** section on the right side of the editor. You can also view the previously validated article level links reports in the main Link status overview page.

Safe to delete

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Project Admin Settings

The project admin settings section helps to configure various project level settings like

- Team management
- Team auditing
- API Token management
- Project Versions
- In-App Assistant
- Backup and Restore
- Import & Export
- Notification
- Billing

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Knowledge base site Settings

The knowledge base settings sections helps to configure various aspect of the end-user (customers or internal-team members) facing knowledge base site like

- Site design and navigation
- Site access
- Site domain
- IP restriction
- Article redirect rules
- Article settings and SEO
- Custom CSS/JavaScript
- Integration

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Page

<https://sl360-qa-frontend-webapp.azurewebsites.net/sign-in>

Page demo

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