

KnowExFul

About the application

This application is a set of components designed to help building Knowledge pages on Experience Cloud fast.

Those components are :

- A tree menu to help navigation,
- single fields components like article title, topic title, article rich text,
- a files list and preview for the articles,
- a subtopics list,
- a Lightning page component that allows to display an article content on a topic page.

Initial setup

- Be sure to assign the `view Knowledge articles` permission set to all your community users
- Check that your Communities profiles have `Data Category Visibility` enabled for the data categories you associated with the articles. If no data category is associated with an article it won't appear in Experience cloud.
- Your articles must also be associated with topics in order to appear in the tree menu.

Tree menu

Description

The tree menu is a Knowledge base hierarchical menu for Experience Cloud.

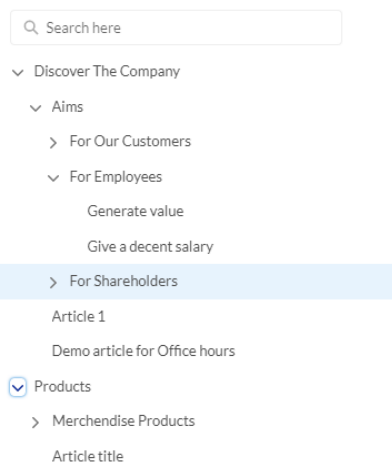
It displays your users on a tree every navigational topic who has either articles associated itself, or subtopics with articles associated. Of course only the items they're allowed to see according to your Salesforce configuration will be displayed.

It gives your users an easy and convenient global vision of your Knowledge base structure, helping them to find rapidly the information they need.

When you navigate to an article, no matter if the link was in the menu or not, the item is automatically found and selected in the menu.

There also is a fast filter to find even faster the required entry in the menu, and an optional title.

Documentation



Configuration options

The menu comes with 4 options :

Title

The text displayed above the menu. You can empty the field if no title is necessary.

Search label

The placeholder text for the quick filter text field. You can replace the default value with 'Filter' or translate it in your language, or leave it empty.

Nothing found label

The text displayed when the menu has no entry to display.

Expand submenu on click

This checkbox lets you decide whether a topic must be automatically expanded when it's selected (meaning its subtopics are visible) or not.

Customization

You can customize the component by defining these CSS classes in your CSS overrides sheet.

- `kb-tree-error` : customize the error message displayed if an error occurs.
- `kb-tree-title` : customize the `<h2>` tag for the title.
- `kb-tree-filter` : customize the filter container. There's not much to customize but you can do things like hide it, change margins...
- `kb-tree-nothing` : customize the "Nothing found" `<span>` tag.
- `kb-tree-tree` : customize the tree container. The tree itself can't be customized.

Article title

Description

The Article title is a simple component that displays the title of your articles.

Use of this component on the article detail page to easily organize your page as you wish.

Or embed it in a custom component of your own to get even more control on what's displayed where and how.

Configuration options

The article title comes with only 1 configuration item :

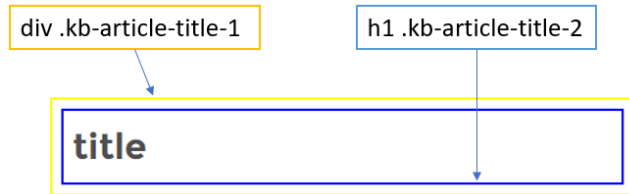
recordId

This field identifies the article record and has to be set to the value {!recordId} on the Article detail page.

Customization

You can customize the component by defining these css classes in your css overrides sheet.

- kb-article-title-1 : customize the title <div> container.
- kb-article-title-2 : customize the <h1> title tag.
- kb-article-error : customize the error message displayed if an error occurs.



Article Rich Text

Description

The Article rich text is a simple component that displays the content of any rich text field of your articles, typically the answer or question fields.

Use of this component instead of the standard *Article content* component will give you more flexibility to organize your page : with one component for one field you display every field wherever you want.

Configuration options

The article rich text comes with 2 configuration items :

recordId

This field identifies the article record and has to be set to the value {!recordId} on the Article detail page.

RichText field name

The api name of the rich text field you want to display, such as Answer__c or Question__c.

Customization

You can customize the component by defining these css classes in your css overrides sheet.

- kb-richtext-container : customize the filter container. There's not much to customize but you can do things like hide it, change margins...
- kb-richtext-error : customize the error message displayed if an error occurs.

Note

You can display other kind of fields like text or picklist but the result might not be as expected.

Article files

Description

The Article files displays the attached files of your articles as thumbnails with the filename and the file type icon.

A click on the thumbnail opens a popup like the one you get in the Salesforce interface with a download link and a preview for the main file types like images, office files or pdf.

Configuration options

The article rich text comes with some configuration items :

recordId

This field identifies the article record and has to be set to the value {!recordId} on the Article detail page.

Expanded by default

The files list is displayed in a lightning-accordion component. Check this box so that it's expanded automatically, or leave it unchecked to only display the section title and number of files.

Files Label

The label you want to display as the section title. Default is *Files*.

Download Label

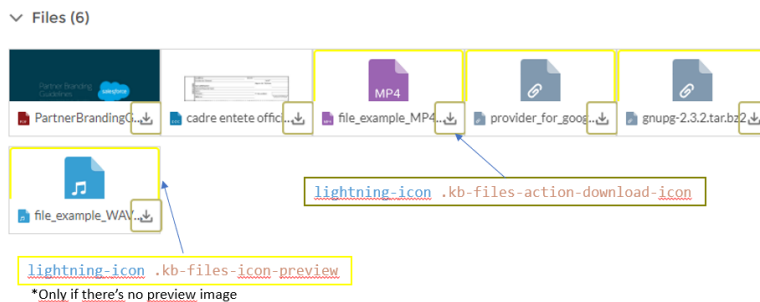
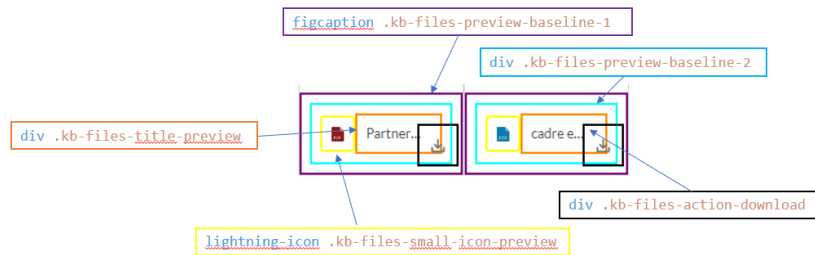
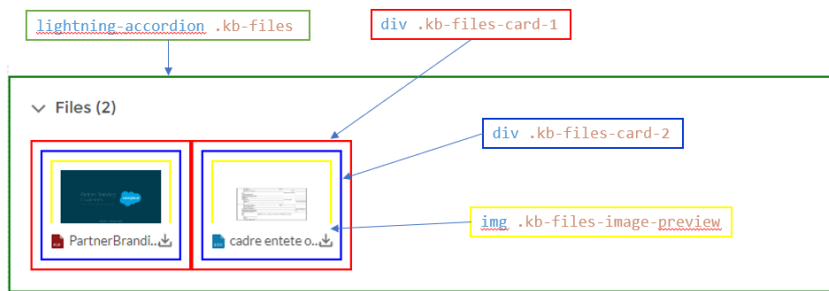
The text displayed for the download links. Default is *Download*.

Max preview pages

The maximum number of pages to preview for documents. It's probably a good idea to set it if there are very large documents attached to your articles. Leave blank for no maximum.

Customization

You can customize the component by defining these css classes in your css overrides sheet.



Notes

The download won't work in builder, only on the published site.

To be visible by a customer, the sharing must be updated on each file on related tabs / file / share / who can access / Customer enabled / View file or set by record.

In a next version we might propose a trigger to automatically share files with set by record.

Article for topic

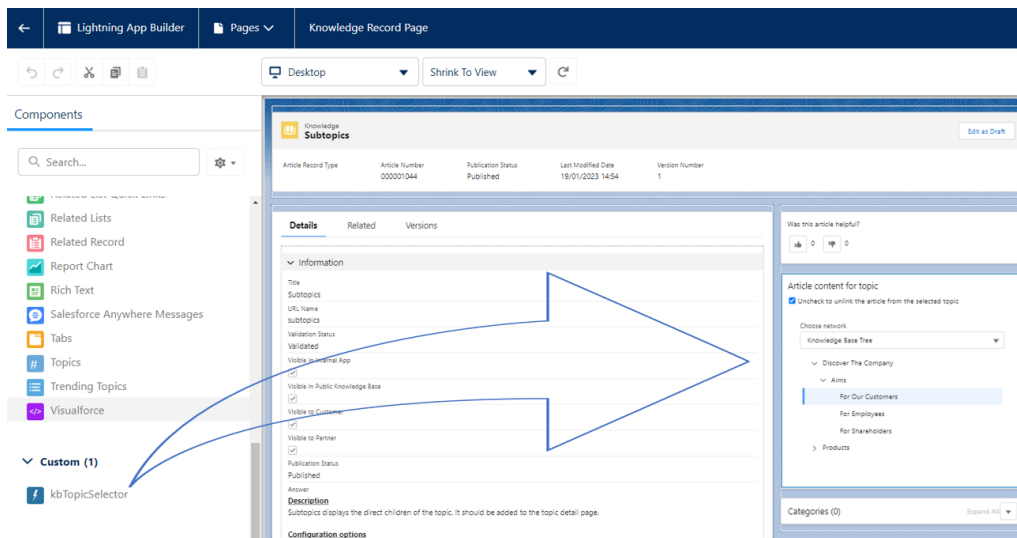
Description

Do you want an easy way to add rich content to your topic detail pages ?

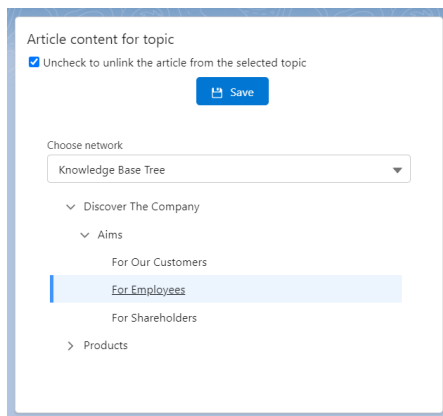
The kbTopicSelector component lets you create articles questions and/or answers that will be displayed in you Experience Cloud Topic detail pages.

Configuration

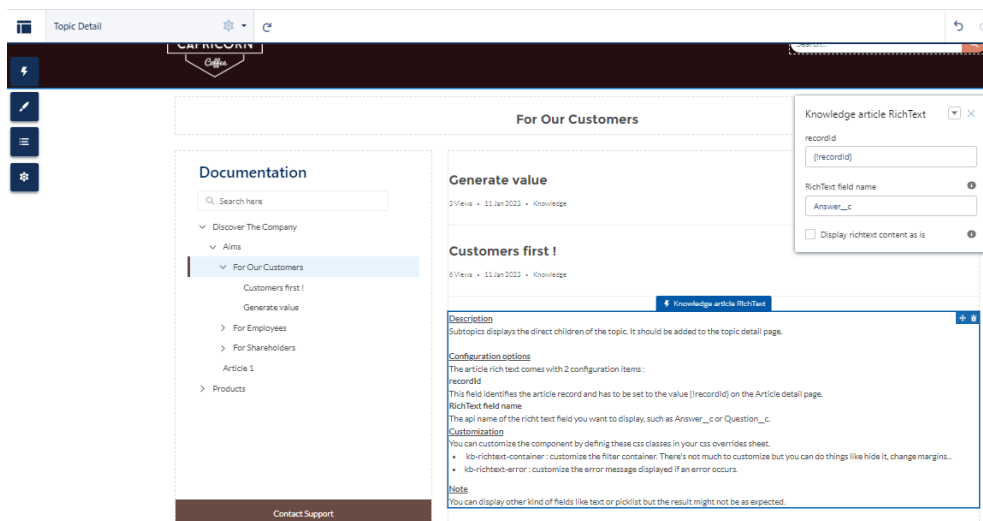
Simply add the kbTopicSelector to your knowledge Lightning page :



Then on your article pages, select the community and the topic you want to associate the article with in the tree menu, and save :



Finally on your Experience Cloud Topic detail page, add a Knowledge article RichText component, and the content will be displayed.



Notes

- The article content displayed is the content from the published article version. If no version is published, nothing is displayed.
 - You don't need to associate the topic again for each version of an article, it's associated with the article itself, not with the version.
 - If you associate an article with a topic already linked to another article, the last association prevails.
 - If your topic has no articles or subtopics with articles, it might not appear in the menu. To display it anyway, set it as Content topic in the Topic management page (Workspaces / Content Management / Topics tab / Topic Management)
- You have to manually give read access to the KnowledgeTopicArticle object to your Experience Cloud profiles for this feature to work.

Topic title

Description

The Topic title is a simple component that displays the title of your topics.

Use of this component on the topic detail page to easily organize your page as you wish.

Or embed it in a custom component of your own to get even more control on what's displayed where and how.

Configuration options

The topic title comes with only 1 configuration item :

recordId

This field identifies the article record and has to be set to the value {!recordId} on the Article detail page.

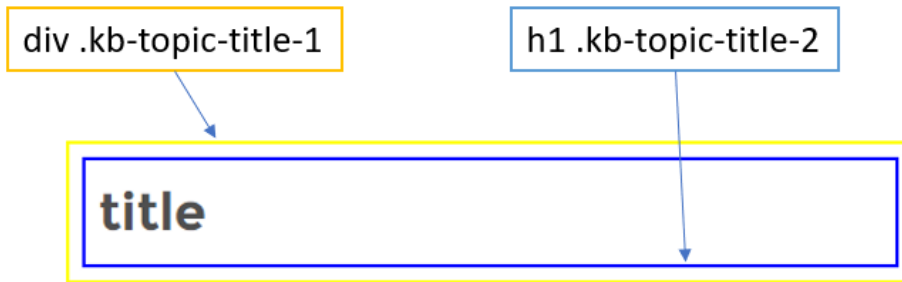
Customization

You can customize the component by defining these css classes in your css overrides sheet.

kb-topic-title-1 : customize the title <div> container.

kb-topic-title-2 : customize the <h1> title tag.

kb-topic-error : customize the error message displayed if an error occurs.



Subtopics

Description

Subtopics displays the direct children of the topic. It should be added to the topic detail page.

Configuration options

The article rich text comes with 2 configuration items :

recordId

This field identifies the article record and has to be set to the value {!recordId} on the Article detail page.

RichText field name

The api name of the richt text field you want to display, such as Answer__c or Question__c.

Customization

You can customize the component by defining these css classes in your css overrides sheet.

- kb-richtext-container : customize the filter container. There's not much to customize but you can do things like hide it, change margins...
- kb-richtext-error : customize the error message displayed if an error occurs.

Note

You can display other kind of fields like text or picklist but the result might not be as expected.