



Similar Articles Component

CONTENTS

ABOUT THIS GUIDE	3
Overview	4
Install and Configure	4
Install the Managed Package	4
Assign the Permission Set	4
Use the Similar Articles Component	4
Make the Component available for Guest Users	5
Application Changelog	6
[1.1] - 2023-06-08	6
[1.0] - 2023-05-24	6

ABOUT THIS GUIDE

This guide gives insights into the latest updates to the app, what's been added, and how it works in the Lightning UI.

EDITIONS

Available in Lightning Experience.

- Enterprise
- Developer
- Performance
- Unlimited

USER PERMISSIONS

To install and customize the package:

- Download AppExchange Packages

Overview

The Similar Articles List component displays the articles related to the article the user is viewing.

Install and Configure

Before installing and configuring the Knowledge CRM Analytics package, make sure:

- **Knowledge** is enabled in your org. [Learn More](#)
- **Chatter** is enabled in your org. [Learn More](#)
- **Digital Experiences** is enabled in your org. [Learn More](#)
- Access additional help in the Salesforce [Help Center](#)

Install the Managed Package

1. From the AppExchange, click **Get it Now**.
2. Choose whether to install in production or a sandbox.
3. Log into your Salesforce org when prompted.
4. Choose **Install for Admins Only**.
5. Click **Install**.
6. Follow the prompts to complete the app installation.

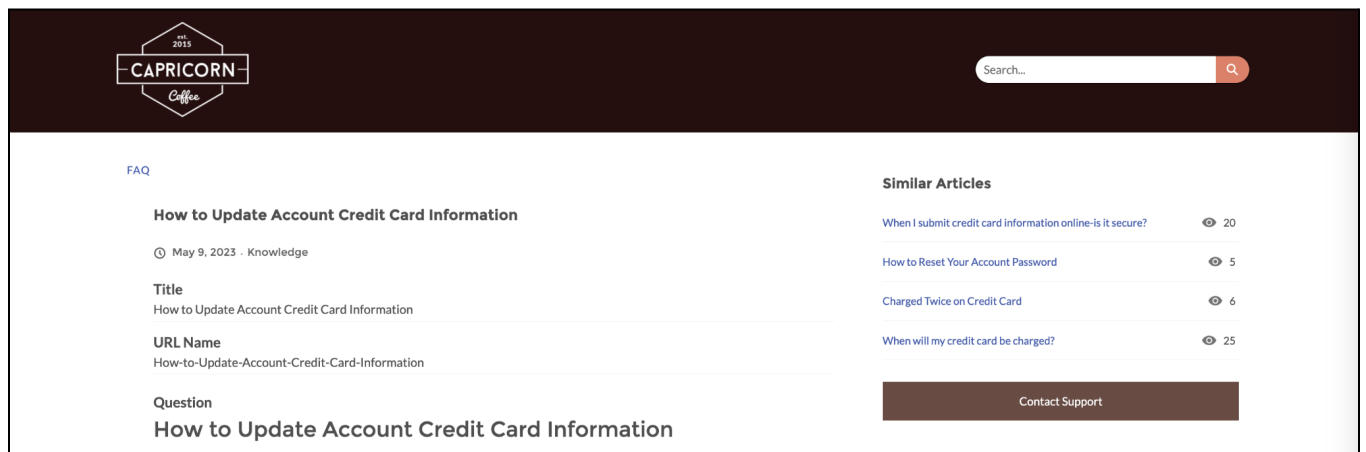
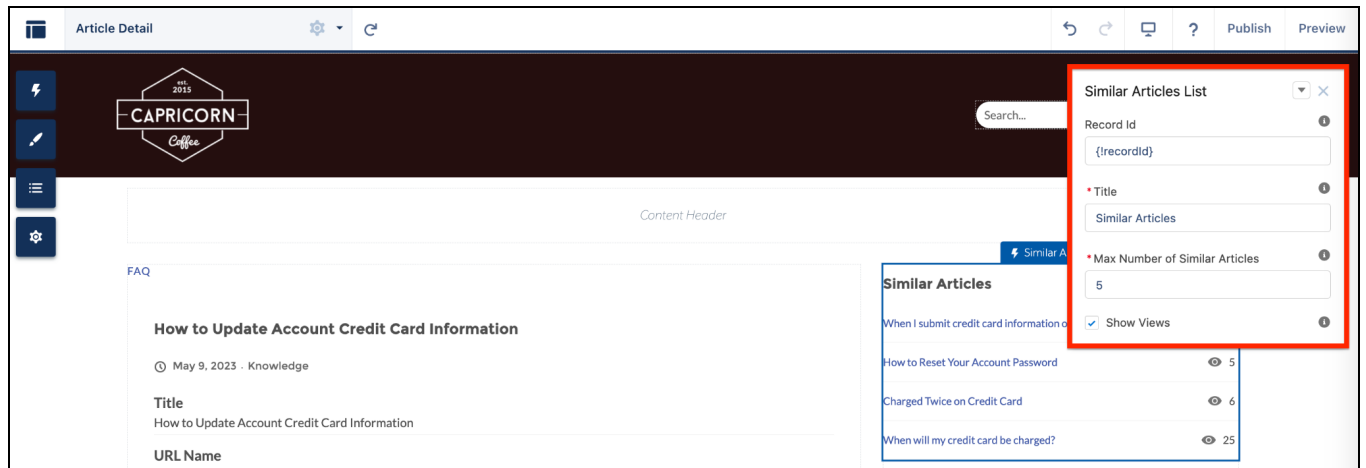
Assign the Permission Set

1. Go to Setup -> Users -> Permission Sets
2. Click on 'simart Similar Articles Component'
3. Click on 'Manage Assignments' and assign to the users that will interact with the component

Use the Similar Articles Component

1. Go to Setup -> Feature Settings -> DigitalExperiences -> All Sites
2. Click on 'Builder' and the Experience Cloud Builder will open in a new tab
3. Open the Article Details page
4. Drag the Similar Articles List component from the Components menu
5. In the property editor, configure properties for the component:

PROPERTY	DETAILS
Title	Enter a title for the list of similar articles. The default text is 'Similar Articles'.
Max Number of Similar Articles	Enter the maximum number of articles to display in the list. You can display up to 10 articles. The default value is 5.
Show Views	Select to show the number of times an article is viewed



Make the Component available for Guest Users

In order to make the component visible to Guest Users:

1. Go to Setup -> Feature Settings -> DigitalExperiences -> All Sites
2. Click on 'Workspaces'
3. Click on 'Administration' and select the 'Preferences' tab
4. If it's an **Aura Site**, check the option '**Give guest users access to public Chatter API requests**'
5. If it's a **LWR Site**, check the option '**Allow guest users to access public APIs**'

Application Changelog

[1.1] - 2023-06-08

Fixed	• CRUD/FLS Enforcement Vulnerability.
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[1.0] - 2023-05-24

- First version of the package