

# Knowledge Article Body Content for Experience Cloud

As of: Winter '23

Authored By: George Abboud

Last Updated: 10/18/2022

Reviews and Contributions:

Manish Aggarwal

## Overview:

Template Header Bottom

Article Body

### Test Article

ARTICLE NUMBER: 000001000 • VIEWS: 0

Some Test Article

Body content here...

Was this article helpful?

1 0

Column 1

Column 1

Article Body

- Article API Name: articleBody\_\_Knowledge\_\_kav
- Article Body (Rich Text) Field API Name: articleBody\_\_Content\_\_c
- Query By: articleNumber
- Record Id
- URL Name
- Article Number: 000001000
- Show Title
- Title Style: font-size: 26px;
- Show Article Number
- Article Number Style
- Article Number Text: ARTICLE NUMBER:
- Show Article Views
- Article Views Style
- Article Views Text: VIEWS:
- Show Voting

![[image]](<https://user-images.githubusercontent.com/8514282/153260975-144afb9b-7c9d-4005-85c4-c417d6b2dc75.png>)

AppExchange Listing:

<https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000FZFTAUA5>

Open-Source Code:

<https://github.com/salesforce-experiencecloud/KnowledgeArticleBodyContent>

## Description:

The Article Body app has components that allow for displaying the rich text content of both lightning and classic knowledge articles, instead of the standard page layout display that shows more fields than potentially needed.

The Lightning Knowledge component provides querying options by recordId, urlName, or articleNumber. Both the Lightning and Classic Knowledge components provide options to show/hide/style the Title, Article Number, and Total Number of Views, as well as showing / hiding voting capabilities for authenticated users is also possible.

### DISCLAIMER:

This package is free to use, but is not an official [salesforce.com](https://www.salesforce.com) product, and should be considered a community project. The functionality is not officially tested or documented, and does not come with any support, warranties, or updates. It is offered as-is.

## Configuration:

### FOR LIGHTNING KNOWLEDGE

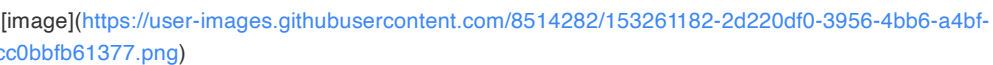
Configure the custom metadata type “**Article Body Setting**” for Lightning:

- Go to Setup > Custom Metadata Types
- Next to Article Body Setting, click “Manage Records”
- You should see a record with a Label called “lightning”, click Edit next to that and enter the article object API name for that article. Example: Knowledge\_\_kav

○ **Article Body Setting Edit** Save Save & New Cancel

**Information**

Label	<input type="text" value="lightning"/>
Article Body Setting Name	<input type="text" value="default"/> <span>i</span>
Identifier	<input type="text" value="lightning"/>
Article API Name Whitelist	<input type="text" value="Knowledge__kav"/>

○  <https://user-images.githubusercontent.com/8514282/153261182-2d220df0-3956-4bb6-a4bf-cc0bbfb61377.png>

- Then enter the API name for the Rich Text Area field(s) that contains the content / body of the article. Example: Body\_\_c. For multiple fields, separate the API names with a comma, Example: Body\_\_c, Summary\_\_c, etc.

○ **Article Body Field API Name Whitelist**

- o  (https://user-images.githubusercontent.com/8514282/153261260-f4ddbcaa-d508-499a-bd7c-0e9100fd922f.png)

- Click Save

Configure the **Article Body - Lightning** component in Community Builder as follows:

**Component Label:** Article Body - Lightning

**Component Aura API Name:** articleBody

**Component LWC API Name:** article-body

**Component Namespace:** articleBody

**Component Properties:**

Property Label	Aura Property API Name	LWC Property API Name	Type	Description
Article API Name	articleAPIName	article-a-p-i-name	String	(Required) Choose the intended Article Version object API name. <b>Note:</b> Make sure this is whitelisted in the default Article Body Setting custom metadata type field called "Article API Name Whitelist"
Article Body (Rich Text) Field API Name	articleBodyAPIName	article-body-a-p-i-name	String	(Required) Choose the intended Rich Text field API name on the Article Version object previously selected. <b>Note:</b> Make sure this is whitelisted in the default Article Body Setting custom metadata type field called "Article Body Field API Name Whitelist"
Body 1 CSS Classes	body1CssClassesInput	body1-css-classes-input	String	Class names for div wrapper containing the body rich text
Article Body (Rich Text) Field API Name 2	articleBodyAPIName2	article-body-a-p-i-name2	String	Choose the second intended Rich Text field API name on the Article Version object previously selected. <b>Note:</b> Make sure this is whitelisted in the default Article Body Setting custom metadata type field called "Article Body Field API Name Whitelist"
Body 2 CSS Classes	body2CssClassesInput	body2-css-classes-input	String	Class names for div wrapper containing the body 2 rich text
Hide First Body Field	hideFirstBodyField	hide-first-body-field	Boolean	If checked will hide the article's first body field.
Display Second Body Field	showSecondBodyField	show-second-body-field	Boolean	If checked will display the article's second body field.
Query By	queryBy	query-by	String	(Required) Select the field for which the article will be queried / filtered on. Options are recordId, urlName, articleNumber
Record Id	recordId	record-id	String	If "recordId" is selected for <b>Query By</b> then this field must be populated with either a merge field that passes the article record id, or a hardcoded article record id. <b>Examples:</b> {recordId}, ka05w000000EXd4AAG
URL Name	urlName	url-name	String	If "urlName" is selected for <b>Query By</b> then this field must be populated with either a merge field that passes the article urlName (if available), or a hardcoded article urlName. <b>Examples:</b> {urlName}, Test-Article-1
Article Number	articleNumber	article-number	String	If "articleNumber" is selected for <b>Query By</b> then this field must be populated with either a merge field that passes the article number (if available), or a hardcoded article number. <b>Examples:</b> {articleNumber}, 000001000
Show Title	showTitle	show-title	Boolean	Check to show the title of the article, uncheck to hide title of the article.
Title Style	titleStyle	title-style	String	CSS to apply to the title markup. <b>Example:</b> font-size: 26px;
Show Article Number	showArticleNumber	show-article-number	Boolean	Check to show the article number, uncheck to hide the article number.
Article Number Style	articleNumberStyle	article-number-style	String	CSS to apply to the article number markup. <b>Example:</b> font-size: 14px;
Article Number Text	articleNumberText	article-number-text	String	Text Label to precede the article number. <b>Example:</b> ARTICLE NUMBER:
Show Article Views	showArticleViews	show-article-views	Boolean	Check to show the article total views, uncheck to hide the article total views.
Article Views Style	articleViewsStyle	article-views-style	String	CSS to apply to the article total views markup. <b>Example:</b> font-size: 14px;
Article Views Text	articleViewsText	article-views-text	String	Text Label to precede the article total views. <b>Example:</b> VIEWS:
Show Topics	showTopics	show-topics	Boolean	If checked will display article topics section.
Show Voting	showVoting	show-voting	Boolean	Check to show voting options on article for authenticated users, uncheck to hide voting options for everyone.
Replace Smart Links	replaceSmartLinks	replace-smart-links	Boolean	If checked attempt to replace smart links.
Smart Links Uri Path	smartLinksUriPath	smart-links-uri-path	String	Uri Path for Smart Links. Example: /articles/Knowledge/ (include '/' at start and end)
Article Page Uri	articlePageUri	article-page-uri	String	Article Page Uri in your site. Example: if your article page is /article/some-article-name then the page uri is 'article'

## USAGE IN AURA

```
<articleBody:articleBody
  queryBy="{!v.queryBy}"
  articleAPIName="{!v.articleAPIName}"
  articleBodyAPIName="{!v.articleBodyAPIName}"
  body1CssClassesInput="{!v.body1CssClassesInput}"
  articleBodyAPIName2="{!v.articleBodyAPIName2}"
  body2CssClassesInput="{!v.body2CssClassesInput}"
  showSecondBodyField="{!v.showSecondBodyField}"
  showTitle="{!v.showTitle}"
  recordId="{!v.recordId}"
```

```

urlName="{!v.urlName}"
articleViewsText="{!v.articleViewsText}"
articleViewsStyle="{!v.articleViewsStyle}"
showArticleViews="{!v.showArticleViews}"
showTopics="{!v.showTopics}"
showVoting="{!v.showVoting}"
replaceSmartLinks="{!v.replaceSmartLinks}"
smartLinksUrlPath="{!v.smartLinksUrlPath}"
articlePageUrl="{!v.articlePageUrl}"
/>

```

## FOR CLASSIC KNOWLEDGE

Configure the custom metadata type “**Article Body Setting**” for Classic:

- Go to Setup > Custom Metadata Types
- Next to Article Body Setting, click “Manage Records”
- Select New and fill out the form setting the Label, Identifier, and Article API Name Whitelist fields to the Article Type’s API name. Example: FAQ\_\_kav

**Article Body Setting Edit** [Save] [Save & New] [Cancel]

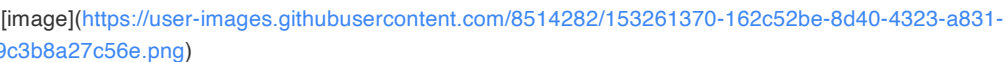
**Information**

Label: FAQ\_\_kav

Article Body Setting Name: FAQ\_\_kav

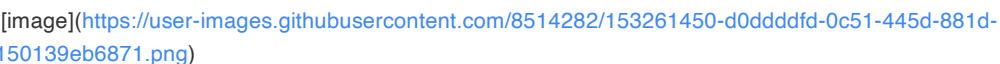
Identifier: FAQ\_\_kav

Article API Name Whitelist: FAQ\_\_kav

o  <https://user-images.githubusercontent.com/8514282/153261370-162c52be-8d40-4323-a831-9c3b8a27c56e.png>

- Set the Article Body Field API Name to the API name of the Rich Text Area field(s) on the article that contains the Content / Body of the article. For multiple fields, separate the API names with a comma, Example: Body\_\_c, Summary\_\_c, etc.

Article Body Field API Name Whitelist: Content\_\_c

o  <https://user-images.githubusercontent.com/8514282/153261450-d0dddfdf-0c51-445d-881d-150139eb6871.png>

- Click Save

Configure the **Article Body - Classic** component Community Builder as follows:

**Component Label:** Article Body - Classic

**Component Aura API Name:** articleBodyClassic

**Component LWC API Name:** article-body-classic

**Component Namespace:** articleBody

**Component Properties:**

Property Label	Aura Property API Name	LWC Property API Name	Type	Description
Record Id	recordId	record-id	String	(Required) This field must be populated with either a merge field that passes the article record id, or a hardcoded article record id. <b>Examples:</b> {!recordId}, ka05w000000EXg4AAG
Hide First Body Field	hideFirstBodyField	hide-first-body-field	Boolean	If checked will hide the article's first body field.
Display Second Body Field	showSecondBodyField	show-second-body-field	Boolean	If checked will display the article's second body field.
Body 1 CSS Classes	body1CssClassesInput	body1-css-classes-input	String	Class names for div wrapper containing the body rich text
Body 2 CSS Classes	body2CssClassesInput	body2-css-classes-input	String	Class names for div wrapper containing the body 2 rich text
Show Title	showTitle	show-title	Boolean	Check to show the title of the article, uncheck to hide title of the article.
Title Style	titleStyle	title-style	String	CSS to apply to the title markup. <b>Example:</b> font-size: 26px;
Show Article Number	showArticleNumber	show-article-number	Boolean	Check to show the article number, uncheck to hide the article number.
Article Number Style	articleNumberStyle	article-number-style	String	CSS to apply to the article number markup. <b>Example:</b> font-size: 14px;
Article Number Text	articleNumberText	article-number-text	String	Text Label to precede the article number: <b>Example:</b> ARTICLE NUMBER:
Show Article Views	showArticleViews	show-article-views	Boolean	Check to show the article total views, uncheck to hide the article total views.
Article Views Style	articleViewsStyle	article-views-style	String	CSS to apply to the article total views markup. <b>Example:</b> font-size: 14px;
Article Views Text	articleViewsText	article-views-text	String	Text Label to precede the article total views: <b>Example:</b> VIEWS:
Show Topics	showTopics	show-topics	Boolean	If checked will display article topics section.
Show Voting	showVoting	show-voting	Boolean	Check to show voting options on article for authenticated users, uncheck to hide voting options for everyone.

**Note 1:** You have to explicitly grant access to the following apex controller for every profile that will be running this component, including the guest user profile: articleBody\_\_ArticleController

**Note 2:** This app is LWR-Ready!

## Release Log:

### VERSION 1.22

Installation URL: <https://login.salesforce.com/packaging/installPackage.apexp?p0=04t5w000004cjzm>

- Added component icon
- Added option to hide first article body field

### VERSION 1.21 (DEPRECATED)

Installation URL: <https://login.salesforce.com/packaging/installPackage.apexp?p0=04t5w000004cjHA>

- Added support for assigning class names to article body div wrappers

### VERSION 1.20 (DEPRECATED)

Installation URL: <https://login.salesforce.com/packaging/installPackage.apexp?p0=04t5w000004ciMz>

- Added support for Smart Links
- Fix for voting methods resulting in query errors

#### **VERSION 1.10 (DEPRECATED)**

Installation URL: <https://login.salesforce.com/packaging/installPackage.apexp?p0=04t5w000005CsSb>

- Fix for displaying articles in draft. Only system administrators or user with modify all data permissions can view draft articles now. Otherwise the article must be published to display in the component.

#### **VERSION 1.9 (DEPRECATED)**

Installation URL: <https://login.salesforce.com/packaging/installPackage.apexp?p0=04t5w000005CrMC>

- Fixes to update view stat counts on articles when queried

#### **VERSION 1.8 (DEPRECATED)**

Installation URL: <https://login.salesforce.com/packaging/installPackage.apexp?p0=04t5w000005CrM7>

- Added support to display an optional second rich text field, below the first required one.
- Added support to show assigned topics
- Added RelaxedCSP Capability

#### **VERSION 1.6 (DEPRECATED)**

Installation URL: <https://login.salesforce.com/packaging/installPackage.apexp?p0=04t5w000000asSi>

- Updated controller to global due to issue with recent security update that does not allow granting permission to lightning controllers in managed packages, unless they're declared as global.

#### **VERSION 1.5 (DEPRECATED)**

Installation URL: <https://login.salesforce.com/packaging/installPackage.apexp?p0=04t5w000002lCMk>

- Fixed issue with inability for the guest user to query the Vote object. Query was not necessary for guest users.

#### **VERSION 1.4 (DEPRECATED)**

Installation URL: <https://login.salesforce.com/packaging/installPackage.apexp?p0=04t5w000002kN2P>

- Added disable-linkify on formatted rich text that handles displaying article body / html content. Linkifying was causing issues with formatted code in article content.

### **VERSION 1.3 (DEPRECATED)**

Installation URL: <https://login.salesforce.com/packaging/installPackage.apexp?p0=04t5w000002kEJ6>

- Added separate component for Classic Knowledge, with controller changes to support that.

### **VERSION 1.2 (DEPRECATED)**

Installation URL: <https://login.salesforce.com/packaging/installPackage.apexp?p0=04t5w000002kEJ1>

- Fixed default custom metadata type article API Name value

### **VERSION 1.1 (DEPRECATED)**

Installation URL: <https://login.salesforce.com/packaging/installPackage.apexp?p0=04t5w000002kChq>

- Moved custom labels to custom metadata types for ease of modification in subscriber org

### **VERSION 1.0 (DEPRECATED)**

Installation URL: <https://login.salesforce.com/packaging/installPackage.apexp?p0=04t5w000002k9RH>

- Initial Release