



Knowledge

Content Standard

Checklist

For Lightning Experience



@salesforcedocs

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ABOUT THIS GUIDE

The Content Standard Checklist app helps track the results of quality audits conducted on articles. The Content Standard Checklist app is available in both Lightning Experience and Salesforce Classic. This guide gives insight into the latest updates to the app, what's been added, and how it works in the Lightning UI.

EDITIONS

Available in Lightning Experience and Salesforce Classic.

- Enterprise
- Developer
- Performance
- Unlimited

USER PERMISSIONS

To install and customize the Content Standard Checklist App:

- “Customize Application”

To view and edit object permissions:

- “View Setup and Configuration”
- “Customize Application”
- “Manage Profiles and Permission Sets”

About the Content Standard Checklist Lightning Knowledge App

As part of a Knowledge Centered Support (KCS) company, you need to periodically evaluate your knowledge content. The Content Standard Checklist app helps you establish a standard for measuring article quality and provides guidance to improve an article's rating. This can be a beneficial practice even for organizations that are not closely following the KCS Methodology. Article quality is critically important for getting the most benefit out of your Knowledge content.

KCS is a methodology to help an organization best leverage organizational Knowledge as a key asset of the business. It is created and maintained by the Consortium for Service Innovation (<http://serviceinnovation.org>) and is documented in the KCS Practices Guide (https://library.serviceinnovation.org/KCS/KCS_v6/KCS_v6_Practices_Guide). A key practice of the KCS methodology is to periodically evaluate your Knowledge content quality. The Content Standard Checklist app helps track the results of quality audits conducted on articles so you can measure organizational and individual article quality trends. The results can be used to help evaluate the quality of KCS article contributions to determine when individual contributors are ready to move to a higher level KCS Role in the

KCS licensing model. The results can also show how an organization is maturing in their overall KCS practices and maintaining overall quality.

Before installing and configuring the Content Standard Checklist app, make sure Salesforce Knowledge is set up in your organization. See the Salesforce Knowledge Implementation Guide (https://help.salesforce.com/articleView?id=knowledge_lightning_parent_admin.htm&type=5).

What has changed in the updated Content Standard Checklist package for Lightning Knowledge?

This app is an updated version of the Content Standard Checklist App for Salesforce Knowledge that works in Lightning UI. The previous Content Standard Checklist app is only for Classic Knowledge.

The new version of the app works with the Lightning Knowledge data model. This data model has a consolidated single KAV object (by default named Knowledge) and works on the concrete objects KA (Knowledge Article) and KAV (Knowledge Article Version), not through the Abstract Entity like in Salesforce Classic. The Lightning Content Standard Checklist app only references the concrete entities.

In the Lightning KnowledgeArticleVersion Object, ArticleType is no longer a field. Instead of creating article types, the admin creates [article record types](https://help.salesforce.com/articleView?id=knowledge_lightning_record_types.htm&type=5) (https://help.salesforce.com/articleView?id=knowledge_lightning_record_types.htm&type=5). The record type ID associated to a knowledge article appears in the field RecordTypeId in the KAV object.

Users in an org that has moved to the new Lightning Knowledge Data Model can still work in the Salesforce Classic UI using this package.

For more information on Lightning Knowledge, see the Lightning Knowledge documentation (https://help.salesforce.com/articleView?id=knowledge_lightning_parent_admin.htm&type=5).

The UI/UX of the Content Standard Checklist object has been updated in the Lightning Experience UI. The user can now add the "Create Content Standard Checklist" tab in the Lightning version, there is a section added below in this doc. There is also a new Lightning component that can be used on a Knowledge record home page (the standard record in Lightning Experience) to create a Content Standard Checklist record from the Knowledge Article Record Home. The visibility of this Lightning Content Standard Checklist component can be filtered so that only specific user profiles can view and use the ratings and article quality component.

Content Standard Checklist records can only be created from the Lightning Experience article home page through the Lightning Content Standard Checklist component.

!! Important Update [September 2022]: In order to align with the latest KCS standards (https://library.serviceinnovation.org/KCS/KCS_v6/KCS_v6_Practices_Guide/030/040/010/065) both the package and the labels within the package were updated from Article Quality Index (AQI) to **Content Standard Checklist**. However, the Application name could not be updated due to managed package restrictions (it will remain as 'Article Quality Index'). But this label can be manually updated by the subscribers in their organizations.

Install the Content Standard Checklist App for Lightning Knowledge

Before You Start

Make sure you have accomplished the following tasks:

- Verify that your user is a Knowledge user.
- Verify that My Domain is deployed in your org.
- Verify that Lightning Knowledge is enabled in **Object Manager | Knowledge | Settings**.

Verify that the current user is a Knowledge User

1. Go to **Setup | Users**.
2. Edit your user.
3. Verify that **Knowledge User** is selected.

User Edit
Admin User

User Edit [Save] [Save & New] [Cancel]

General Information

First Name	Admin	Role	<None Specified>
Last Name	User	User License	Salesforce
Alias	auser	Profile	System Administrator
Email	admin@testorg.org	Active	☒
Username	admin@testorg.org	Marketing User	☐
Nickname	admin_e	Offline User	☐
Title		Knowledge User	☒
Company		Flow User	☐
Department		Service Cloud User	☒

Deploy My Domain

My Domain is required to use Lightning components. Verify that you have deployed a domain to all users, or follow the instructions to deploy a domain.

- In Lightning Setup, type `my domain` in the quick search box and select My Domain. Complete all the steps to deploy the domain to all users.

My Domain

Help for this Page ?

My Domain Step 4

Showcase your company's brand and keep your data more secure by adding a custom domain name to your Salesforce URL. Because having a custom domain is more secure, some Salesforce features require it. It's easy to set up My Domain—the hardest part is choosing a name that your stakeholders can agree on.

Step 4 Domain Deployed to Users

Choose Domain Name

Domain Registration Pending

Domain Ready for Testing

Domain Deployed to Users

Edit My Domain Settings

Your domain name is `cunning-moose-16637-dev-ed.my.salesforce.com`

Enable Lightning Knowledge

Verify that Lightning Knowledge is enabled in the org before installing this package.

1. Go to **Setup | Knowledge Settings**.
2. Click Edit.
3. Verify that **Enable Lightning Knowledge** is selected

Knowledge Settings

Save Cancel

General Settings

☒ Allow users to create and edit articles from the Articles tab

☐ Activate Validation Status field i

☒ Allow users to add external multimedia content to HTML in the standard editor i

Lightning Knowledge Settings

☒ Enable Lightning Knowledge i

☐ Enable automatic loading of rich-text editor when editing an article i

Install and Set Up the App

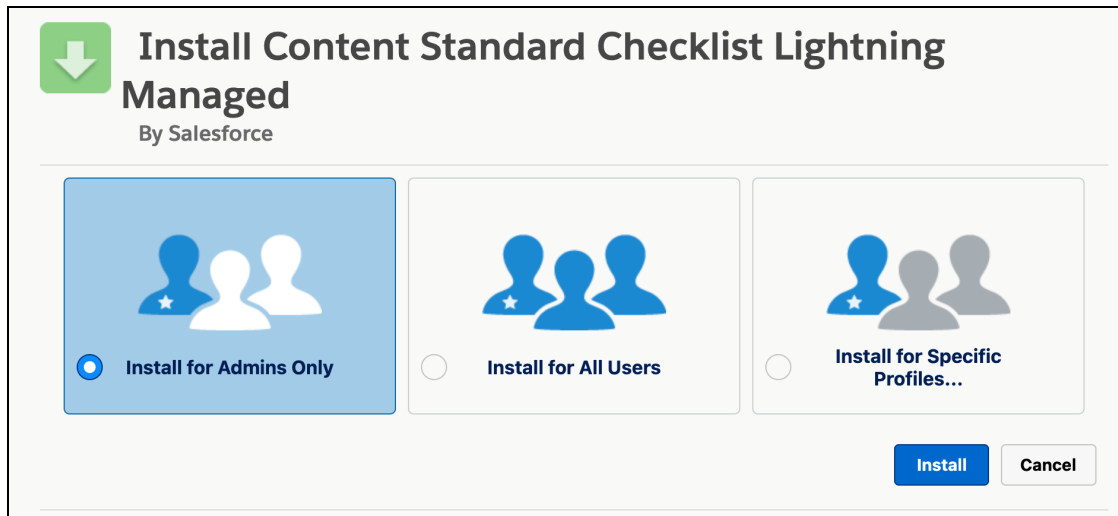
To install and set up the Content Standard Checklist App, complete the following tasks:

- Install the managed Content Standard Checklist App package from the App Exchange.
- Configure the setup page (Custom Settings).
- Add the Knowledge object to the Content Standard Checklist App.
- Add the Content Standard Checklist Lightning component to the Knowledge object record home page.

- Assign User Profiles to the Content Standard Checklist App.

Install the managed Content Standard Checklist App 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**.

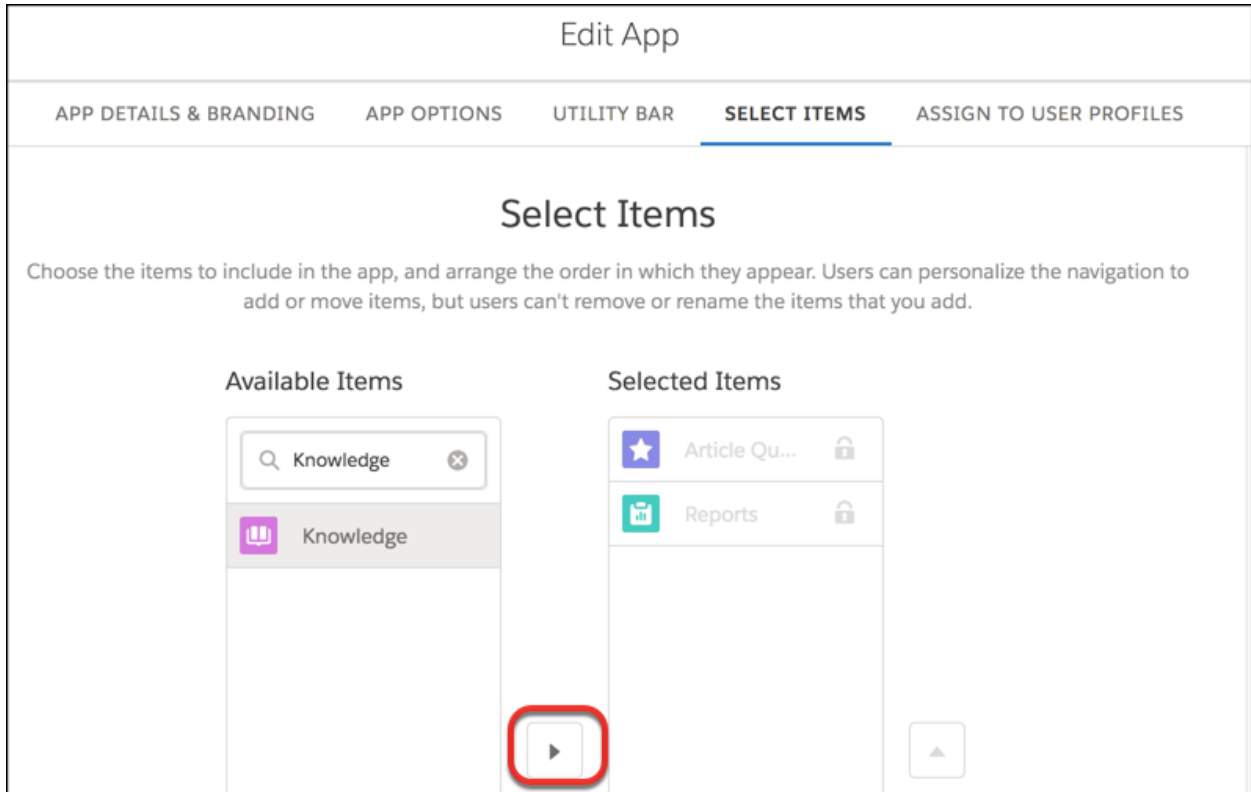


6. Follow the prompts to complete the app installation.

Add the Knowledge object to the Content Standard Checklist App

Once the app is installed, you'll find a new Lightning app (Content Standard Checklist App) that includes two objects: Content Standard Checklist and Reports. Add the Knowledge object to the Content Standard Checklist App.

1. Go to **Setup | App Manager**.
2. Edit the Content Standard Checklist App.
3. In the **Select Items** tab, select your Knowledge object from the **Available Items** list.
4. Click the arrow to add Knowledge to the **Selected Items**.



Configure the Content Standard Checklist App settings

1. Go to **Setup | Apps | Installed Packages**.
2. Click **Configure** next to the Content Standard Checklist Lightning Managed package.
3. Click **Edit**.
4. Choose the application settings:
 - Set weighted point values for each of the Content Standard Checklist questions (1)
 - Set the total **Possible points** (2).
 - In **Selected Languages**, enter the codes for the languages you want to evaluate (3).

Application Setup		Save	Cancel
CSC Section			
Name	default		
Article Unique?	1	1	3 Selected languages
Is the Content Clear?	1		en_US
Is the Metadata Correct?	1		Content Complete?
Custom Question 1	0		Links In Article Valid?
Custom Question 3	0		Does the Title Relate to Article?
Custom Question 5	0		Custom Question 2
			Custom Question 4
			2 Possible points
			6

5. Click **Save**.

Application Setup

Edit

CSC Section				
	Name	default	Selected languages	en_US
	Article Unique?	1	Content Complete?	1
	Is the Content Clear?	1	Links in Article Valid?	1
	Is the Metadata Correct?	1	Does the Title Relate to Article?	1
	Custom Question 1	0	Custom Question 2	0
	Custom Question 3	0	Custom Question 4	0
	Custom Question 5	0	Possible points	6
Migration Tool Section				
	CSC Score trigger enabled	☒		
CSC Edition				
	Prevent CSC Edit on Archived Article	☒	Prevent CSC Edit on Draft Article	☒

Edit



Note: See the appendix Content Standard Checklist Field Reference at the end of this guide for a list of Content Standard Checklist fields and question descriptions.

The values of the six individually weighted fields should add up to the value you set for Possible Points. The app doesn’t set it automatically. For instance, if you make five of the fields worth 1 point and the sixth worth 2 points, set the Possible Points to 7.

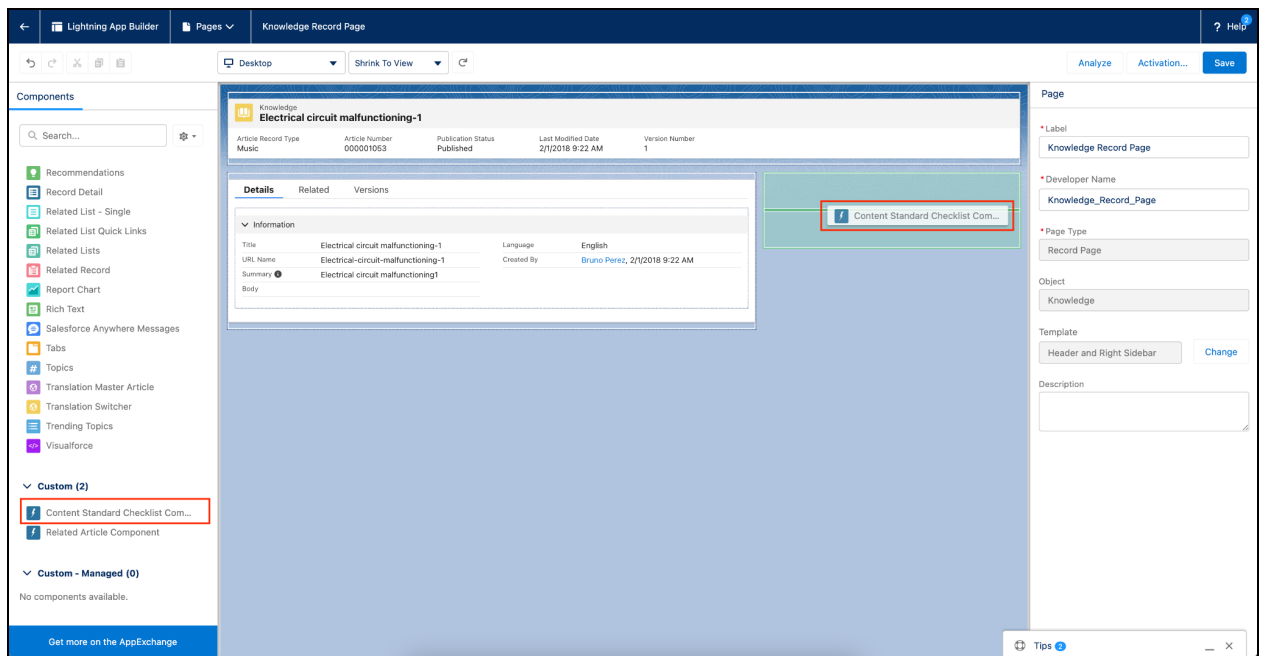
The checkbox **CSC Score trigger enabled** lets you disable the trigger that calculates the score of each Content Standard Checklist. This is enabled by default and shouldn’t be unchecked.

The section **Content Standard Checklist Edition** lets you choose if you want to prevent edition of Content Standard Checklist records when the related articles are either drafts or archived.

Add the Content Standard Checklist Lightning component to the Knowledge object record home page

1. Open an existing Knowledge article.
2. To open the Lightning App Builder, click  and select **Edit Page**.

3. Add the **Content Standard Checklist** Lightning component to the page.



4. Configure the Content Standard Checklist Index component:

- Choose whether to display the Follow Up section (1).
- Choose whether to display the score (2).
- Choose which index question fields to show and the display order (3).
- Edit the page layout of the knowledge object if you want to see any changes in the related knowledge data.

The screenshot shows the configuration page for the 'Content Standard Checklist' app. The page is divided into two main sections: a left sidebar for app settings and a right panel for question configuration.

Left Sidebar (App Settings):

- Content Standard Checklist** (Header)
- Content Standard Met:** A toggle switch.
- Apply** (Button)
- CSC Criteria** (Section Header)
- Article Unique? ☐
- Content Complete? ☐
- Is the Content Clear? ☐
- Links In Article Valid? ☐
- Is the Metadata Correct? ☐
- Does the Title Relate to Article? ☐
- Article Contributor** (Section Header)
- Search People... (Search bar)
- Follow Up** (Section Header)
- Coaching Needed ☐
- Coaching Provided By** (Section Header)
- Search People... (Search bar)
- Date Coaching Completed** (Section Header)
- [Calendar icon]
- Action Taken** (Section Header)

Right Panel (Question Configuration):

- Page > Content Standard Checklist...** (Breadcrumb)
- ☒ Display Follow Up section
- ☒ Display CSC Score
- First question** (Section Header)
- Article Unique? (Text input)
- Second question** (Section Header)
- Content Complete? (Text input)
- Third question** (Section Header)
- Is the Content Clear? (Text input)
- Is the Content Clear?** (Dropdown menu)
- none
- Article Unique?
- Content Complete?
- Links In Article Valid?
- Is the Metadata Correct?
- Does the Title Relate to Article?
- Custom Question 1
- Custom Question 2
- Custom Question 3
- Custom Question 4
- Ninth question** (Section Header)
- none (Text input)

Numbered callouts in the image:

- 1** points to the top header area of the left sidebar.
- 2** points to the 'Display CSC Score' checkbox.
- 3** points to the 'Third question' header.

5. Click Save.

Assign User Profiles to the Content Standard Checklist App

Provide access to the Content Standard Checklist component and records. In Lightning Experience, you can use User Profiles or Permission Sets to grant access to the app.

If you have a defined user profile already, such as Knowledge Coaches, it's best to assign the app permissions to the profile. The User Profile method also works best if you have many users to add. If you have only a few users who need access to the Content Standard Checklist App, consider using a Permission Set.

For additional help with permissions, reference the following articles:

- [Edit Object Permissions in Profiles](#)
- [Create Permission Sets](#)

Use the App in Salesforce Classic

All the features of the app are available in the Salesforce Classic UI, even if your org uses Lightning Knowledge.

Customize the Page Layout assignments.

By default the layout assigned to the Content Standard Checklist custom object is the one needed to work in Lightning Experience. If users work with Salesforce Classic, the assigned layout should be Classic AQL. This layout has a set of read-only fields that replicate some system fields of the article.

Article Review Lifecycle

The Content Standard Checklist App lets users rate articles using a set of index questions. The ratings are stored as Content Standard Checklist records.

- Rate articles and edit ratings
- Follow-up on articles
- Run reports

Rate an article

Each Content Standard Checklist record relates to a specific article version. To rate an article, open the article from the Knowledge tab.

1. Edit the article you want to rate.
2. Use the Lightning component to fill out the Content Standard Checklist questions.
 - Check the box for each question if the article meets the Content Standard Checklist criteria.

Content Standard Checklist

Content Standard Met: 50%

Apply

CSC Criteria

Does the Title Relate to Article?	☒
Article Unique?	☒
Content Complete?	☒
Is the Content Clear?	☐
Links In Article Valid?	☐
Is the Metadata Correct?	☐

- (Optional) To flag the article for follow-up, check **Coaching Needed**.

Follow Up

Coaching Needed ☒

Coaching Provided By

 fabricio Aldecosea ×

Date Coaching Completed

📅

3. Click **Apply**.

Content Standard Checklist

Content Standard Met: 50%

Apply

CSC Successfully updated ×

The CSC has been updated. The new score is: 50%

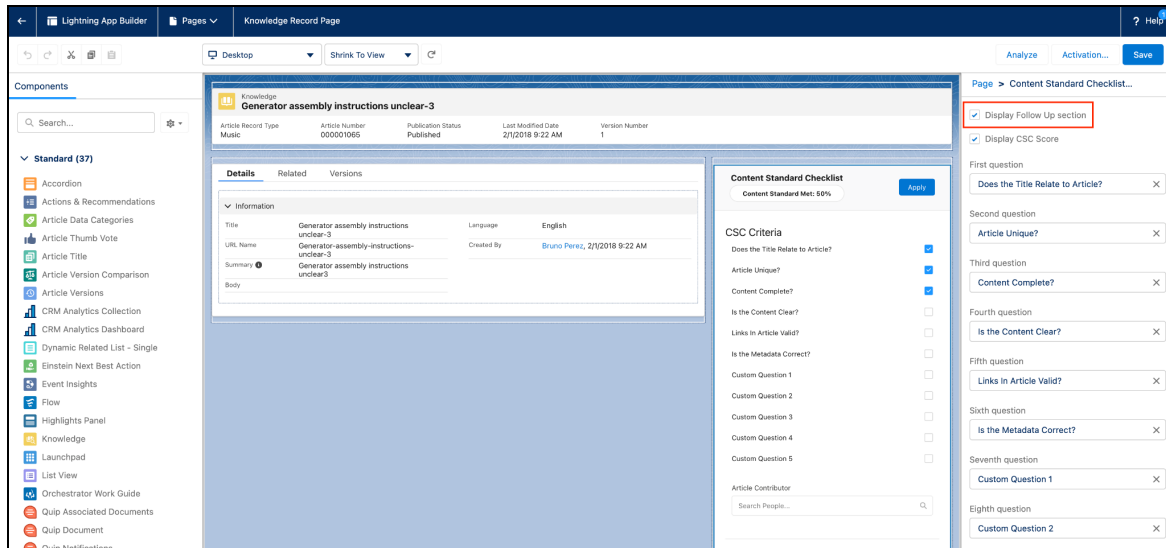
CSC Criteria

Does the Title Relate to Article? ☒

Follow up on articles



Note: The Follow Up section is optional. On the App Builder page, you can enable or disable this section. With the component selected, toggle the **Display Follow Up section?** checkbox.

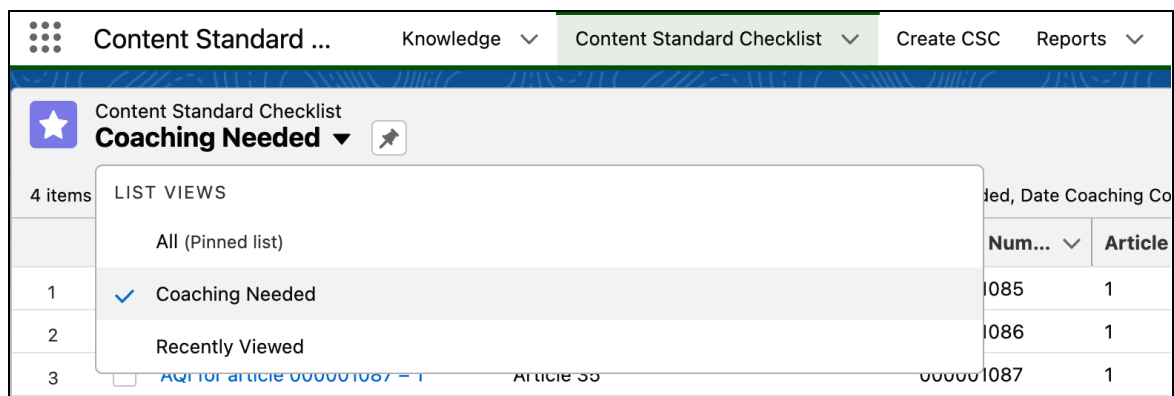


The Follow Up section helps you track which articles need additional action, and which contributors would benefit from additional coaching. KCS coaches can meet with contributors to suggest improvements to the article quality. You can use the **Action Taken** field to track whether the article was updated, archived, or no action was needed.

It is not recommended to use this to track formal performance issues. Rather, Follow Up is a helpful tool to identify coaching opportunities to help contributors learn how to create higher quality articles.

To find articles flagged for follow-up:

1. Go to the Content Standard Checklist object tab.
2. From the List View switcher, choose **Coaching Needed**.



To track coaching, do the following:

1. Edit the Content Standard Checklist record.
2. Fill out the **Date Coaching Completed** and **Coaching Provided By** fields.

3. Fill out the **Action Taken** field with one of: Article Archived, Article Updated, No Action Needed.
4. Use the **Coaching Notes** field to capture additional information.
5. Click **Save**.

Edit CSC for article 000001107 – 1

Content Standard Checklist Information

Article Unique?☒

Content Complete?☒

Links In Article Valid?☐

Custom Question 1☐

Custom Question 3☐

Custom Question 5☐

Does the Title Relate to Article?☐

Is the Content Clear?☒

Is the Metadata Correct?☐

Custom Question 2☐

Custom Question 4☐

Article Contributor

Bruno Perez

Follow Up

Coaching Needed☒

Action Taken

--None--

Coaching Notes

Salesforce Sans12

B

I

U

Coaching Provided By

Bruno Perez

Date Coaching Completed

System Information

Cancel

Save & New

Save

Create Content Standard Checklist tab

This tab is now available in Lightning Experience. This is an alternate way to create Content Standard Checklist records if you do not prefer to create them from the Article Record Home page through the Content Standard Checklist component. To use this tab, go to the App launcher, select the Content Standard Checklist app, and go to the Create Content Standard Checklist tab.

Title	Article Number	Record type	Version	Summary	Validation Status	Last Modified	First Published	Last Modified By	Created By	CSC
Xiaomi Redmi 5...	000001015		3	Test	Not Validated	12/13/2021	01/23/2018	Juan Perez	Bruno Perez	☒
User error mess...	000001089	Technology	1		Not Validated	11/06/2019	11/06/2019	Bruno Perez	Bruno Perez	☒
The Smiths' Mik...	000001017	Music	1	Drummer departs gig after bassist Andy Rourke falsely li...	Not Validated	01/23/2018	01/23/2018	Bruno Perez	Bruno Perez	☒
The New GoPro 6	000001073		2		Validated	05/29/2018	02/05/2018	Bruno Perez	Bruno Perez	☒
The new Google...	000001091	Technology	1		Not Validated	03/12/2020	03/12/2020	Bruno Perez	Bruno Perez	☒
Testing 10	000001078	Music	1	Testing Summary	Not Validated	04/06/2018	04/06/2018	Bruno Perez	Bruno Perez	☒
Test Publish	000001077	Music	3	version2	Not Validated	10/10/2018	03/26/2018	Bruno Perez	Bruno Perez	☒
Test Classic	000001079	Music	1	asfasdas	Not Validated	04/06/2018	04/06/2018	Bruno Perez	Bruno Perez	☒
Tech article	000001085	Technology	1	Summary technology	Not Validated	07/24/2019	07/24/2019	Bruno Perez	Bruno Perez	☒
Tech 2	000001086	Technology	1	Tech 2 summary	Not Validated	07/24/2019	07/24/2019	Bruno Perez	Bruno Perez	☒

Here you'll see a list of all your published knowledge articles and whether they have a Content Standard Checklist created or not. To create a new Content Standard Checklist or edit an existing one, click on the pencil next to the article's title and you'll be redirected to the Content Standard Checklist Lightning Component in the selected article's page.

Customize Content Standard Checklist Questions

We will have to change the labels for:

- “Content Standard Checklist” Object
- “Content Standard Checklist Definition” Custom Setting

Content Standard Checklist Field Labels

Go to **Setup -> Translation Workbench -> Override**

Select these settings:

- **Package:** Content Standard Checklist Lightning Managed
- **Setup Component:** Custom Field
- **Object:** Content Standard Checklist
- **Aspect:** Field Label

Translation Workbench
Override

To get started in the translation workbench

1. If you have items to override in more than one language, select a language.
2. Select a setup component.
3. If necessary, select an object and aspect. For example, a workflow task has an object (Account, Contact, etc.) and aspect (Subject or Comment) to filter for overridable terms.
4. Double click in the override column to enter new values. You can tab to jump to the next row.

Select the filter criteria:

Package

Content Standard Checklist Lightning Managed ▾

Language

English ▾

Setup Component

Custom Field ▾

Object

Content Standard Checklist ▾

Aspect

Field Label ▾

Scroll down and under **“Field Label Override”** write the new label

Master Field Label	Field Label Override	Field Type	Out of Date
Action Taken		Picklist	☐
Article Contributor		Lookup(User)	☐
Article Created By		Lookup(User)	☐
Article First Published Date		Date/Time	☐
Article Last Modified By		Lookup(User)	☐
Article Last Modified Date		Date/Time	☐
Article Last Published By		Lookup(User)	☐
Article Last Published Date		Date/Time	☐
Article Link		URL(255)	☐
Article meets content standard(Obsolete)		Checkbox	☐
Article Number		Text(18)	☐
Article Title		Text(255)	☐
Article Unique?	Is Article Unique?	Checkbox	☐
Article Version		Number(6, 0)	☐
Article Version Created Date		Date/Time	☐
Coaching Needed	Is Coaching Needed?	Checkbox	☐
Coaching Notes		Rich Text Area(131072)	☐
Coaching Provided By		Lookup(User)	☐
Comment		Long Text Area(32768)	☐
Content Complete?	Is Article Content Complete?	Checkbox	☐
Content Standard Met		Percent(18, 0)	☐
Custom Question 1		Checkbox	☐
Custom Question 2		Checkbox	☐
Custom Question 3		Checkbox	☐
Custom Question 4		Checkbox	☐

Content Standard Checklist Definition Field Labels

Go to **Setup -> Translation Workbench -> Override**

Select these settings:

- **Package:** Content Standard Checklist Lightning Managed
- **Setup Component:** Custom Field
- **Object:** Content Standard Checklist Definition
- **Aspect:** Field Label

Translation Workbench

Override

To get started in the translation workbench

1. If you have items to override in more than one language, select a language.
2. Select a setup component.
3. If necessary, select an object and aspect. For example, a workflow task has an object (Account, Contact, etc.) and aspect (Subject or Comment) to filter for overridable terms.
4. Double click in the override column to enter new values. You can tab to jump to the next row.

Select the filter criteria:

Package

Content Standard Checklist Lightning Managed

Language

English

Setup Component

Custom Field

Object

Content Standard Checklist Definition

Aspect

Field Label

Scroll down and under **“Field Label Override”** write the new label

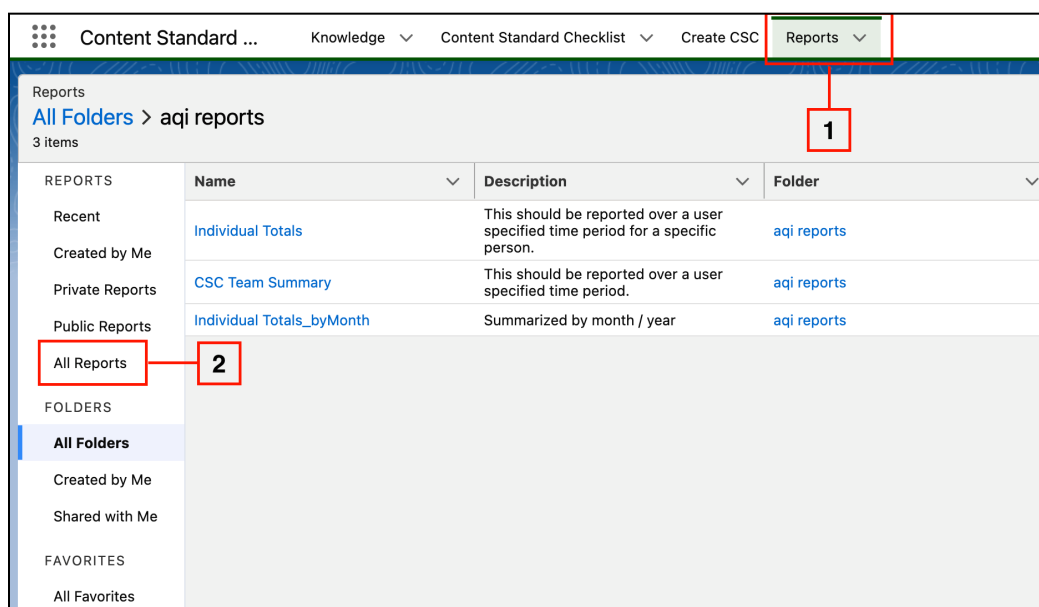
Master Field Label	Field Label Override	Field Type	Out of Date
Article Meets Content Standard(Obsolete)		Number(18, 0)	☐
Article Unique?	Is Article Unique?	Number(18, 0)	☐
Content Complete?	Is Article Content Complete?	Number(18, 0)	☐
CSC Score trigger enabled		Checkbox	☐
Custom Question 1		Number(18, 0)	☐
Custom Question 2		Number(18, 0)	☐
Custom Question 3		Number(18, 0)	☐
Custom Question 4		Number(18, 0)	☐
Custom Question 5		Number(18, 0)	☐
Does the Title Relate to Article?		Number(18, 0)	☐
Is the Content Clear?		Number(18, 0)	☐
Is the Metadata Correct?		Number(18, 0)	☐
Links In Article Valid?		Number(18, 0)	☐
Possible points		Number(18, 0)	☐
Prevent CSC Edit on Archived Article		Checkbox	☐
Prevent CSC Edit on Draft Article		Checkbox	☐
Selected languages		Text(255)	☐

!! Important! - Make sure that the question you are overriding matches the one you already modified for the **Content Standard Checklist** object.

Reports

To view reports, use the app launcher and open the Content Standard Checklist App.

1. Click the Reports tab (1).
2. Click **All Reports** (2).



Three reports are included with the Content Standard Checklist package: Individual Totals by Month, Individual Totals, and Content Standard Checklist Team Summary.

Individual Totals by Month

The Individual Totals by Month report displays results for one person summarized by month to evaluate how their quality is trending over time. Show just the summaries by month or expand to see the details. This information is useful to use to coach an individual on ways to improve. It is helpful to have a coach meet with individuals on a periodic basis to review the scores and trends. Coaches can suggest ways to improve and provide feedback on high quality articles.

Individual Totals

The Individual Totals report is for pulling a list of all Article Quality reviews for one person over a specified time frame. Totals are not summarized by month.

Content Standard Checklist Team Summary

This report displays results across specified team members. Use this to make a copy per manager or per coach and specify just the individuals to track to monitor overall team quality. View with or without details.

Content Standard Checklist APP FIELD REFERENCE

A guide to the fields in the Content Standard Checklist App.

Field Name	Description
Name	Name of the Content Standard Checklist record.
Is the Content Clear?	Is the article easily understood by the target audience(s) that will be consuming it?
Article unique?	Is this article the only one on its subject matter?
Content complete?	Is the article complete?
Links in article valid?	Does each link in the article resolve correctly?
Is the Metadata Correct?	Are the article properties set correctly? Is it published to the correct channels, etc.?
Does the Title Relate to Article?	Does the title correctly describe the problem, question, or main topic of the article?
Possible Points	Ensure that this value is the sum of the other six weighted fields.
Selected Languages	Enter the ISO code of each language that you want to support separated by a comma.

Consider which weighted fields are more or less important for your company when it comes to article quality and weigh them appropriately.

Custom labels and translations

All visible labels can be translated in the 'Custom labels' section under 'User interface' in the setup. Here's a list of the custom labels present in the package:

Abstract Lightning component

Label Name	Value
Undetermined_error	An undetermined error occurred with the Apex call.
Error_occurred_in_Apex_call_error	An error occurred in the apex call
An_error_occurred_error	An error occurred

Content Standard Checklist Lightning component

Label Name	Value
Article_Quality_Index_title	Content Standard Checklist
Display_Follow_Up_section_title	Display Follow Up section?
Score	Score
Apply_button	Apply
AQI_Criteria_title	Content Standard Checklist Criteria
No_fields_message	No index fields were selected in the App Builder
Article_contributor_label	Article contributor
Action_assigned_to_helptext	Action assigned to
Action_date_helptext	Action date
Action_taken_helptext	Action taken
Internal_notes_helptext	Internal notes
Select_AQI_first_field_label	Select Content Standard Checklist first field
Select_AQI_second_field_label	Select Content Standard Checklist second field

Select_AQI_third_field_label	Select Content Standard Checklist third field
Select_AQI_fourth_field_label	Select Content Standard Checklist fourth field
Select_AQI_fifth_field_label	Select Content Standard Checklist fifth field
Select_AQI_sixth_field_label	Select Content Standard Checklist sixth field
Select_AQI_seventh_field_label	Select Content Standard Checklist seventh field
Select_AQI_eight_field_label	Select Content Standard Checklist eight field
Select_AQI_ninth_field_label	Select Content Standard Checklist ninth field
Select_AQI_tenth_field_label	Select Content Standard Checklist tenth field
None_defaultValue	none
Article_contributor_not_found_error	Article contributor was not found
Article_contributor_not_found_error_message	The Article Contributor on the Content Standard Checklist record was not set because the Last Modified By user on the article could not be found. Please select an Article Contributor.
AQI_Successfully_updated_message	Content Standard Checklist Successfully updated
AQI_has_been_updated_message	The Content Standard Checklist has been updated.
The_new_score_is_message	The new score is
ResponseMap_empty_message	ResponseMap empty

Related Article Lightning component

Label Name	Value
Related_Article_title	Related Article
View_article_button	View article
Language_label	Language
Article_Number_label	Article Number
Article_Publishing_Status_label	Article Publishing Status
Article_Version_label	Article Version

Article_Record_Type_label	Article Record Type
Loading_message	Loading...
Warning_message	Warning
Related_Article_archived_error	The related Knowledge Article is archived.

ArticleQualityIndexCtrl Apex class

Label Name	Value
Follow_Up_field_not_retrieved_error	Some of the follow up section fields label were not retrieved
List_of_API_names_empty_error	List of API names can not be empty
Article_Id_empty_error	Article Id can not be empty
None_message	None
Related_article_not_found_error	The related knowledge article cannot be found.
Error_getting_id_of_related_article_error	An error occurred getting the id of the related article, please check that the component is in the correct record page.

Ctrl Apex class

Label Name	Value
Article_has_no_record_type_error	This article has no record type
Invalid_Knowledge_Article_error	Invalid Knowledge Article.
Article_Type_permissions_error	You need permissions to access this Article Type.
Related_article_not_found_error	The related knowledge article cannot be found.
Related_article_is_draft_message	The related Knowledge Article is in draft.
Related_article_is_archived_message	The related Knowledge Article is archived.
Specify_coaching_error	Please specify coaching provided by
Specify_article_version_error	Please specify Article Version reference

KnowledgeSearchCtrl Apex class

Label Name	Value
Search_criteria_error	Search criteria must be at least two characters
Article_number_error	Article Number must contain only numbers
Last_Modified_date_invalid_error	Last Modified Date range is invalid
First_Published_date_invalid_error	First Published Date range is invalid

Content Standard Checklist score trigger

Label Name	Value
AQI_duplicate_error	You have already a Quality Index record for this article version
Cant_create_AQI_article_not_exists_error	You can't create or edit this Content Standard Checklist if the related article for this version doesn't exist.
Cant_create_AQI_article_archived_error	You can't create or edit this Content Standard Checklist if the related article is archived.
Cant_create_AQI_article_draft_error	You can't create or edit this Content Standard Checklist if the related article is a draft.

Detail Visualforce page

Label Name	Value
Delete_confirm	Are you sure you want to Delete?
Article_Quality_Index_details_title	Content Standard Checklist details
Edit_button	Edit
Delete_button	Delete
Information_title	Information

Owner_label	Owner
Created_by_label	Created By
Follow_Up_details_title	Follow Up details
Related_Article_Details_title	Related Article Details
Article_has_no_record_type_error	This article has no record type
Related_Article_Current_Details_title	Related Article Current Details
Article_Created_Date_label	Article Created Date
Article_Created_By_label	Article Created By
System_Information_title	System Information

Edit Visualforce page

Label Name	Value
Article_Quality_Index_details_title	Content Standard Checklist details
Save_button	Save
Cancel_button	Cancel
Information_title	Information
Follow_Up_details_title	Follow Up details
Related_Article_Details_title	Related Article Details
Article_has_no_record_type_error	This article has no record type

KnowledgeSearch Visualforce page

Label Name	Value
Create_AQI_title	Create Content Standard Checklist
Date_Range_invalid_first_alert	Date Range in First Published Range is invalid
Date_Range_invalid_last_alert	Date Range in Last Modified Range is invalid

Create_or_Edit_helptext	Create or Edit
Search_Knowledge_placeholder	Search Knowledge...
Search_Article_Number_placeholder	Search Article Number...
Search_Created_By_placeholder	Search Created By...
Search_Last_Modified_By_placeholder	Search Last Modified By...
All_picklistValue	All
First_Published_date_from_label	First Published date from
Last_Modified_date_from_label	Last Modified date from
First_Published_date_to_label	First Published date to
Last_Modified_date_to_label	Last Modified date to
Search_button	Search
New_AQI_helptext	New Content Standard Checklist
Name_helptext	Name
Title_tableheader	Title
Account_Name_helptext	Account Name
Article_Number_tableheader	Article Number
Record_Type_tableheader	Record Type
Version_tableheader	Version
Summary_tableheader	Summary
Validation_Status_tableheader	Validation Status
Last_Modified_Date_helptext	Last Modified Date
Last_Modified_tableheader	Last Modified
First_Published_Date_helptext	First Published Date
First_Published_tableheader	First Published
Last_Modified_By_tableheader	Last Modified By
Created_By_tableheader	Created By
Has_AQI_helptext	Has Content Standard Checklist

AQI_tableheader	Content Standard Checklist
First_button	First
Previous_button	Previous
Next_button	Next
No_records_to_display_message	No records to display

Setup Visualforce page

Label Name	Value
Application_Setup_title	Application Setup
Save_button	Save
Cancel_button	Cancel
AQI_Section_title	Content Standard Checklist Section
Migration_Tool_Section_title	Migration Tool Section
Enable_Trigger_helptext	Check to enable the trigger that calculates the Content Standard Checklist score (only needs to be disabled when the Content Standard Checklist migration tool will be used)
AQI_Edition_title	Content Standard Checklist Edition
Edit_Archived_Article_label	Prevent Content Standard Checklist Edit on Archived Article
Edit_Draft_Article_label	Prevent Content Standard Checklist Edit on Draft Article
Edit_button	Edit

WarningPageNewCSC Visualforce page

Label Name	Value
Warning_on_create_AQI_alert	Users can only create Content Standard Checklist from knowledge articles

Application Changelog

[1.14] - 2022-09-29

Added	• Added space for five custom questions; refer to the documentation for instructions on how to modify the questions • Added the ability to show or hide the Content Standard Checklist score
Changed	• Labels within the package were updated from Article Quality Index (AQI) to Content Standard Checklist, aligning with the latest KCS standards. • Three Content Standard Checklist questions were modified to align with the latest KCS standards • The Content Standard Checklist score is now displayed as a percentage

[1.13] - 2021-12-22

Added	• In the AQI setup page, a validation checks that the weighted point value for each AQI question is not negative.
Fixed	• In the App Builder configuration page, index field labels are displayed with a standard label instead of a custom label. • In the App Builder configuration page, index field picklist values cannot be blank

[1.12] - 2020-03-27

Added	• In the AQI setup page, an Admin can choose to prevent the edition of an AQI record when the related article is a draft • In the AQI setup page, an Admin can choose to prevent the edition of an AQI record when the related article is archived • Custom labels in every page to facilitate the translation to languages other than English • Modal that notifies the user if there are permissions missing over the User object
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Changed	- Unit test methods that required the creation of a User with a certain profile are now created with a random profile without specifically using the Developer name - The tab 'Create AQI' now works in the Lightning Experience app - Trigger that calculates the AQI score was optimized
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[1.11] - 2019-11-11

Added	Display message for users that do not have permissions over the User object.
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[1.10.] - 2019-09-23

Added	Show a more user friendly error when the user does not have permission over AQI record
Fixed	'Create AQI' tab looks distorted in Lightning view

[1.9.] - 2019-08-01

Added	- The word <i>AQI Score</i> to the trigger so it can be read as <i>AQI Score trigger enabled</i> - Boolean in the code to know if record was migrated from the trigger
Fixed	Error received after trying to access 'Create AQI' tab with a non-admin user, caused because by returning an instance of the custom settings only if a user had create permissions over them
Changed	- Name on AQI app name field - The force:inputField element for ui:inputText - Classic and Lightning app names to distinguish them - Removed mentions of RecordType object in code. Some orgs do not have the Object Record Type present in the schema by default. All mentions to this object were removed and use generic methods.

[1.8.] - 2019-03-01

Added	- A checkbox to disable trigger on setup configuration page to be able to remove migrated prepared records for possible AQI migration tool - A boolean field <i>Migrated from trigger</i> - Delete auxiliar records after migration with success
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Changed	• Change boolean of 'migrated from trigger' to 'migrated from tool'
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[1.7.] - 2018-09-06

Fixed	• Added fix to prevent XSS on URL injection
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[1.6.] - 2018-03-01

Fixed	• XSS injection on Create AQI URL. Changes escapeString method to escape HTML4()
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[1.5.] - 2018-07-12

Added	• Prevent CSRF attacks as described in security report
Fixed	• Page to create or edit new AQI is zoomed in for Classic UI

[1.2.] - 2018-05-31

Fixed	• Error displayed when the option 'Display follow up section' is disabled: 'Cannot read property 'get' of undefined
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[1.1.] - 2018-05-30

Added	• Article Contributor: Specify field where the error is happening
Fixed	• Error message displayed when a Non-Admin profile user opens any article: An error occurred AQI_record is null • Warning message displayed out of context • Assignment of wrong user on the picklist error • The field "Article Contributor" is missing on the lightning component

[1.0.] - 2018-05-25

Added	• Set the layout without related article for Lightning as default
Fixed	• Field Integrity Exception in the configuration page, There is already an item in this list with the name default: [Name]