



# Knowledge Base Events

Help Documentation

## Knowledge Base Events

Administrators and agents can receive notifications or automate actions based on the following knowledge base events:

- KB Article Created
- KB Article Deleted
- KB Article Flagged for Review
- KB Article Modified
- KB Article Reviewed
- KB Article Stale
- KB Feedback Abuse Reported
- KB Feedback Approved
- KB Feedback Blocked
- KB Feedback Created
- KB Feedback Deleted
- KB Feedback Edited
- Manual KB Event

## Conditions

Depending on the event selected, the following event criteria are available:

- Name - The friendly name for the event. Note: The Enabled checkbox must be marked in order for this event to trigger. Use this setting to temporarily disable events.
- Event Type - The event that triggers the action.
- Time of Day - The time frame during which the event occurs.
- Day of Week - The day(s) of the week during which the event occurs.
- Agent - The agent that modifies or creates articles.
- Folder - The folder in which the knowledge base article is saved.
- Article Title - The words that will trigger the event if found within the article title.
- Keywords - The words that will trigger the event if listed as article keywords.
- Summary - The words that will trigger the event if found within the article summary.
- Body Text - The words that will trigger the event if found within the body of the article.
- Marked as Draft - The article status that will trigger the event.
- Marked as Private - The article status that will trigger the event.
- Flagged for Review - The article status that will trigger the event.

## Actions

Depending on the event selected, the following actions are available:

- **Alter Item Properties** - Allows you to automatically change an article's Draft, Public/Private and Review status.
- **Call Web Page** - Calls a web page that you specify, and that page can execute specific actions, queries or other methods based on whatever is coded on the page. For example, calling a web page that then initiates adding a task to a third-party task management application.
- **Log to File** - Logs an action to a text file. This occurs once based on the max frequency set, regardless of how many times the event is fired.
- **Log to File (once per item)** - Logs an action to a text file. This occurs once per each instance of the event firing and can be managed using the max frequency setting.
- **Notify External Provider** - Calls an external provider that is created by the customer. For more information, see External Providers .
- **Send Email** - Sends an email to a set of recipients. This occurs once based on the max frequency set, regardless of how many times the event is fired.
- **Send Email (once per item)** - Sends an email to a set of recipients. This occurs once per each instance of the event firing and can be managed using the max frequency setting.
- **Use My Notification Profile** - Uses any custom email addresses and/or SMS addresses that are used as part of a personal Notification Profile. This occurs once based on the max frequency set, regardless of how many times the event is fired.
- **Use My Notification Profile (once per item)** - Uses any custom email addresses and/or SMS addresses that are used as part of a personal Notification Profile. This occurs once per each instance of the event firing and can be managed using the max frequency setting.