

# PRODUCT BROCHURE

## PHPKB KNOWLEDGE MANAGEMENT SOFTWARE

<https://www.phpkb.com>



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As a business in 21<sup>st</sup> century, providing great customer service is getting challenging. Your customers are getting smarter, more demanding, and you need to keep up with the pace. When your customers have questions or issues, they demand immediate, accurate answers in their channel of choice. Meanwhile, your products and processes are frequently changing and growing in complexity, making it increasingly difficult for a customer service employee to provide these answers. To keep your customers happy while maintaining your bottom line, you need to deliver this information quickly, accurately, and consistently. This is where **PHPKB knowledge management software** comes to help.

## PHPKB Introduction

**PHPKB** is a **modern knowledge base management software** that allows you to quickly set-up the knowledgebase and start organizing your organization's knowledge. You can use it to share knowledge with staff and customers, publish and manage articles, FAQs, best practices, how-to guides, white papers, user manuals, business processes, FAQs, online help, APIs and any other type of information. It is the best way to manage, share knowledge with internal and external users. Fortune 500 companies like NASA, IBM, 3M, Adobe, Daimler AG and Government Organizations like Govt. of Washington DC, United States District Court for the Middle District of North Carolina proudly use PHPKB knowledge management software.



**PHPKB** is a **complete knowledge management solution** for your business. It is the fastest, smartest way to share and manage your knowledge base content. With PHPKB software, you can add a powerful, searchable knowledge base to your site in minutes and help your customers help themselves. Create unlimited categories, and manage all your frequently asked questions and knowledge base entries with ease. PHPKB provides the tools to capture and share knowledge as well as to manage the whole knowledge management cycle. It creates a common ground for your employees to communicate and share information with each other. It lets you save time on onboarding new support representatives and respond faster to customers as a team.

**THE BEST PART** - It can be customized and you can have it designed and integrated into your existing website/application as you wish. For this, we offer affordable customization service as well.

# Who's using PHPKB Knowledge Management Software?

Some of the most well-known companies, government organizations, universities and non-profit institutions in the world use PHPKB to share knowledge, reduce customer support time, increase staff productivity and cut training costs, including:

## PRESTIGIOUS CUSTOMERS



## EDUCATIONAL INSTITUTIONS



## GOVERNMENT ORGANIZATIONS



## OTHER PRESTIGIOUS COMPANIES





# Uses of PHPKB Software

PHPKB is a knowledgebase management system. Use it to share knowledge with others. Publish and manage articles, white papers, user manuals, business processes, FAQs, common practices, policies and documents, online help, APIs and any other type of information you need to share.

Install on your company web site or use it standalone to:

- Create an external (public) knowledge base to share information with customers and partners online
- Create an **internal (private) knowledge base** and share information with employees or other team members
- Create user manuals, help documentation, technical reference, or APIs for your software
- Use it as a support help desk
- Provide support for products
- Answer a list of frequently asked questions
- Set up and use policies and procedures
- Manage project documents and other content
- Provide training materials to external as well as internal users
- Share other company information
- Use it as a content management system

PHPKB is **fully responsive**, highly customizable and comes with **complete multi-language support** (including RTL languages and multi-byte character sets). You can use it straight out of the box, or you can **customize it to match your site design** and branding. The ability to create your own categories & sub-categories means you can organize your topics any way you wish. You can also create private categories and **user-groups** to have complete control over who sees what content. Loaded with **enterprise level features**, fully responsive UI for all sort of devices, customize-able design layout, it is an affordable product.

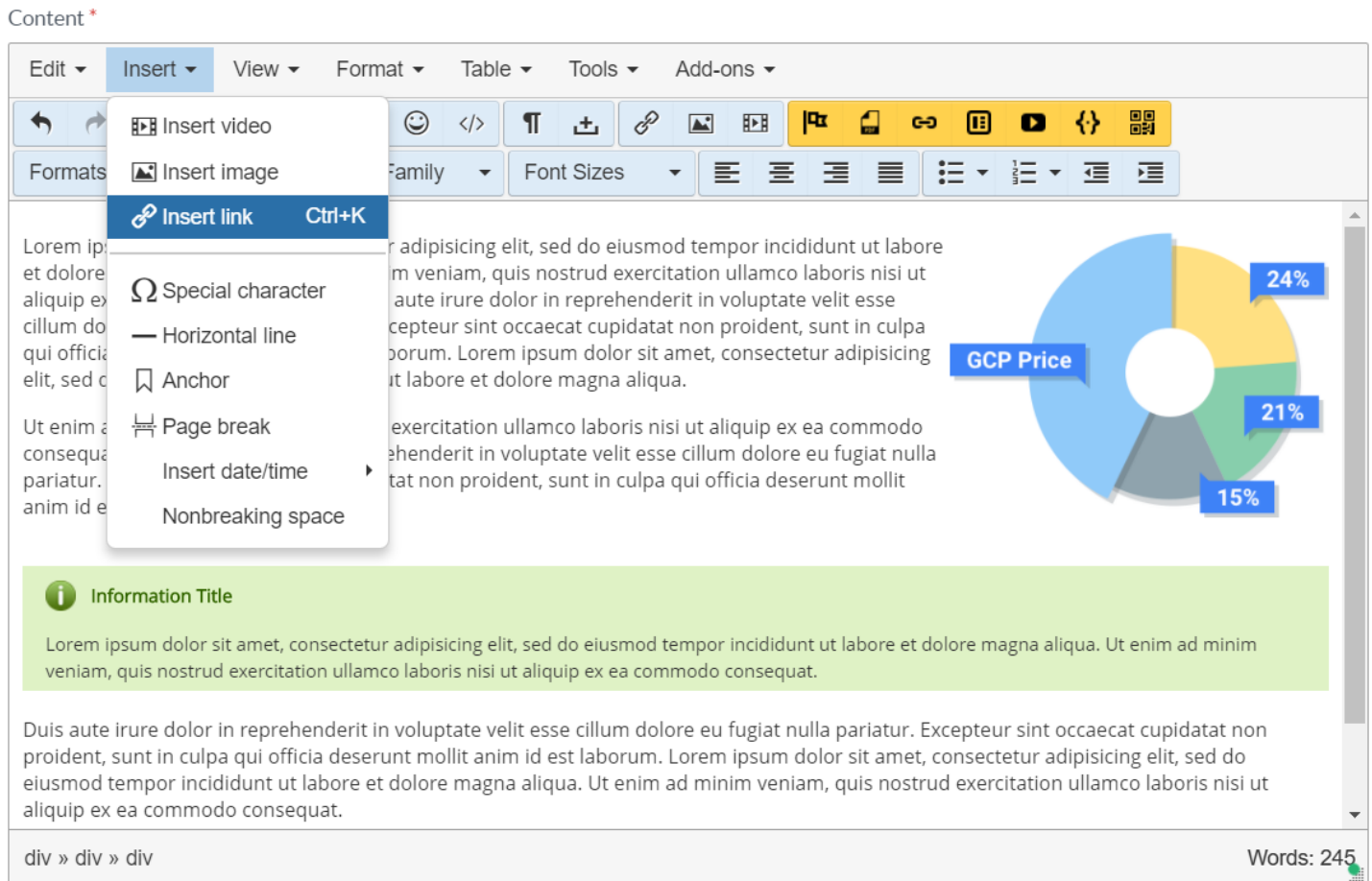


# Features at a Glance

With powerful features to make content publishing and searching a breeze, it's no wonder PHPKB knowledge base software is used by over 2000 small businesses, educational institutions, government organizations and Fortune 500 companies.

## 1. Content Publishing

Share knowledge, including Microsoft Office documents and PDF files from any modern browser. Using the powerful WYSIWYG editor, users can easily add knowledge categorized into unlimited categories, upload images, videos, file attachments, documents and more.

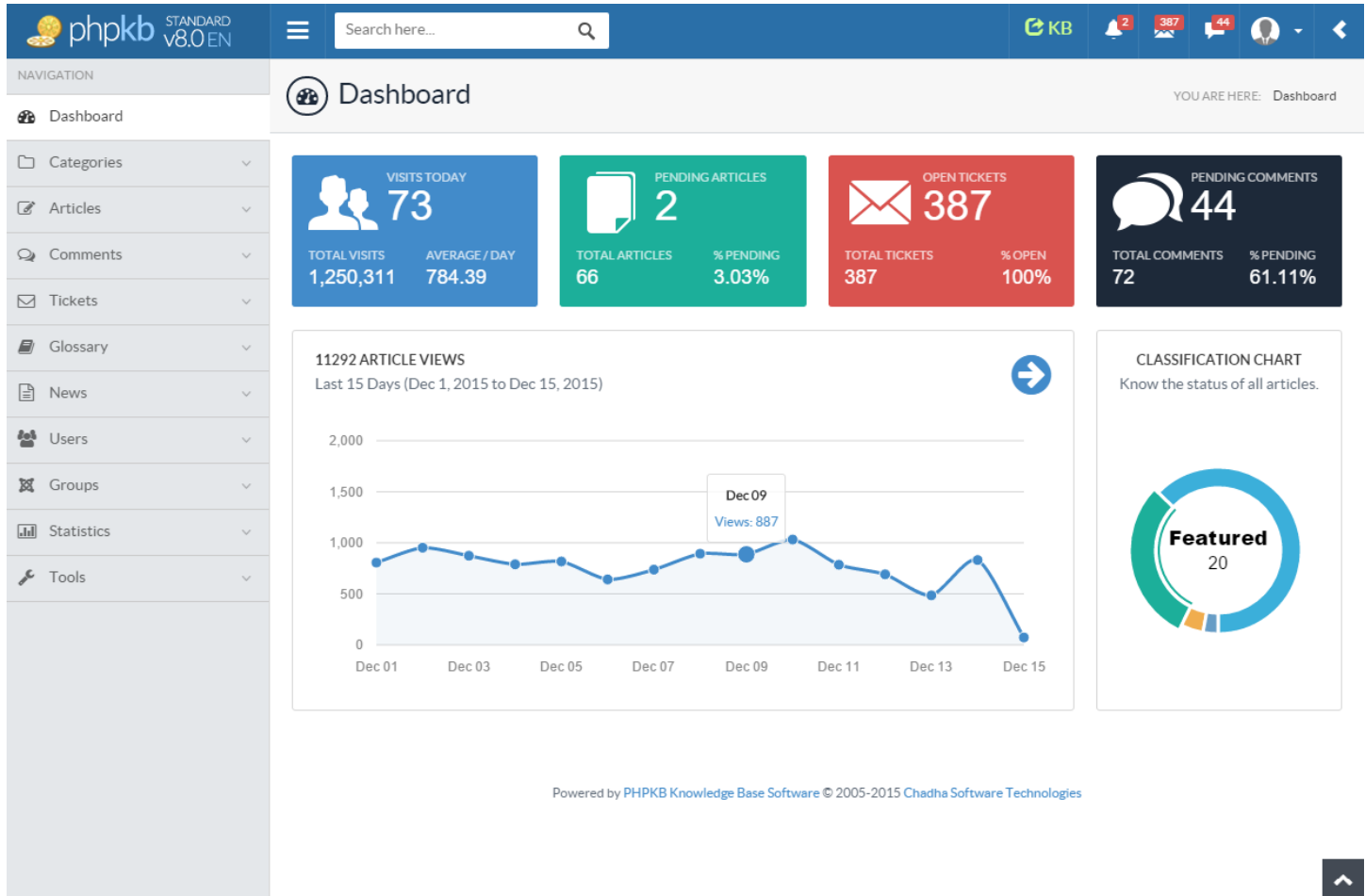


The features that make content publishing easy irrespective for which vertical you are creating the documentation are:

- Facility to create duplicate pages ([cloning an article](#)) at a click
- Dynamic templates which help you to update content snippets that are constant for all pages
- [Document versioning with history](#) so that all changes made to content are saved for comparison with latest copy and content recovery from any past revision at a click
- Workflows so that you can get a team of writers and editors to quickly create content in bulk
- Facility to [import existing documentation](#) such as Word documents and HTML files to the system

## 2. Simple & Beautiful User Interface

We believe in simplicity. We believe it's unnecessary for you to spend ridiculous amount of time just to master a product that supposedly helps you do something as simple as serving your customers! PHPKB can be setup in under 10 minutes and it comes with an interface that looks neat and is super-easy to use. This is what truly sets us apart from our competitors, which is often bloated with features that end up never being used.



## 3. LDAP Integration & SSO (Single Sign-On)

PHPKB Enterprise Edition includes complete support for **LDAP integration and authentication** with following LDAP providers

- Microsoft Active Directory
- Novell eDirectory
- Open LDAP
- Posix Account RFC2307 and PFC2307BIS
- Samba
- Other LDAP Servers

## 4. Multiple User Accounts

Create user accounts for different staff members, customers, partners; each with his own login username and password, making it easy to disable or reassign user accounts as required.

## 5. User Groups

Create user groups and segment users into groups based on permissions and access rights to the knowledge base content. This way, Jason from Marketing Group can only add content to the marketing categories while Emma from Technical Support can update information in Technical Support section.

## 6. Publish & Expiry Dates

Set publish/expiry dates to control the time-sensitive knowledge items when required without any user intervention.

## 7. Unlimited Custom Fields

Create, organize and share information with unlimited number of custom fields allowing you to customize your knowledge base your business processes. Include software version numbers, product SKU's, ISBN numbers or any other field.

## 8. Powerful Full-Text Search

Your users will find the knowledge they need, when they need it using the Google like Live Search Suggestions (as you type in the search field, the search engine offers suggested results) and powerful advanced search algorithm to search across knowledge entries, custom fields and attached files.

## 9. Content Versioning

PHPKB keeps a history of all changes you make to the content of an article. When you update an article, the previous version is saved so you can view earlier versions and compare them against the current version to see what has changed. You can roll back to earlier versions.

## 10. Statistics & Reports

Unified dashboard to monitor all statistics, most viewed, most searched and all performance indicators. PHPKB offers over 40 different reports to help you get a complete insight into your knowledge base including most sought-after information so that you can use that information to provide better support.

## 11. User Feedback

Various feedback collection mechanisms are available to improve quality of knowledge base including the article rating facility for end users and by sending a support request. They can use the "Ask Question" form to ask questions, provide general feedback or even to suggest updates.

## 12. Import & Export Data

Import your existing knowledge items directly into PHPKB software in just a few clicks. Export knowledge items to PDF and Microsoft Word formats for printing and archiving in one click.

## 13. Backup

Backup your knowledge base data (including database, attached files, configuration settings, language files) securely to local or server storage.



# Feature Comparison

PHPKB knowledge base software comes in standard and enterprise editions. A detailed feature comparison is shown below.

	STANDARD	ENTERPRISE
<b>Databases Supported</b>		
Microsoft SQL Server Database Support	✗	✓
MySQL Database Support	✓	✓
<b>LDAP Integration &amp; Authentication</b>		
Microsoft Active Directory	✗	✓
Novell eDirectory	✗	✓
Open LDAP	✗	✓
Posix Account RFC2307	✗	✓
Posix Account RFC2307BIS	✗	✓
Samba Account	✗	✓
Others	✗	✓
Map LDAP Groups with PHPKB Groups	✗	✓
Sync Account Details	✗	✓
<b>User Accounts</b>		
Maximum End User Accounts	Unlimited	Unlimited
Admin User Accounts (Writers, Editors, Superusers)	1 to Unlimited	1 to Unlimited
Active / Inactive Users	✓	✓
Whitelist Users	✓	✓
Users Can Modify Own Profile	✓	✓
<b>User Groups</b>		
Assign Users to User Groups	✓	✓
Number of User Groups	Unlimited	Unlimited
Inheritable Permissions via User Groups	✓	✓
Group Based Access to Private Categories	✓	✓
Groups for Admin Users	✓	✓
Group Based Access to Categories for Admin Users	✓	✓

General Features		
Completely Web Based Access	✓	✓
Cross Browser Compatibility	✓	✓
Secure Sockets Layer (SSL) Support	✓	✓
UTF-8 Support	✓	✓
Multi Language Support (ML Editions only)	✓	✓
..... Supports Right to Left Languages	✓	✓
..... Supports Multibyte Characters	✓	✓
Installation Wizard	✓	✓
User Friendly Interface	✓	✓
Fully Responsive Layout	✓	✓
..... Supports Smartphone & Tablet Devices	✓	✓
Single Sign-On (SSO) Facility	✓	✓
Specify SMTP Email Server	✓	✓
Glossary	✓	✓
..... Autolink Glossary Terms in Articles	✓	✓
Email Harvesting	✓	✓
Ticket History for End Users	✗	✓
News & Announcements Section	✓	✓
Public or Secure (Restricted) View Access	✓	✓
IP Address Based Restriction	✗	✓
Fixed Layout (900px)	✓	✓
Fluid Layout (100%)	✓	✓
Home Page Layout Choices	3	3
Category Tree View	✓	✓
On Demand Loading of Articles in Tree View (Ajax)	✓	✓
Tabbed View for Article Sections on Homepage	✓	✓
..... Recently Added Articles	✓	✓
..... Featured Articles	✓	✓
..... Popular Articles	✓	✓
..... Top Rated Articles	✓	✓

Article View Page Layout Choices	2	2
<b>Categories Management</b>		
Unlimited Categories & Sub-Categories	✓	✓
Public Categories for External Users	✓	✓
Private Categories for Group Based Secure Access	✓	✓
Priority Numbering for Sorting Categories in Custom Order	✓	✓
Category Icons	✗	✓
Category Subscription	✓	✓
Converting Private Categories to Public & Vice-a-versa	✓	✓
<b>Articles Management</b>		
Unlimited Articles	✓	✓
WYSIWYG Editor for Authoring Articles	✓	✓
Syntax Highlighter Tool in WYSIWYG Editor	✓	✓
Embed / Insert PDF in Article	✓	✓
Article Linking	✓	✓
Article Templates	✓	✓
Article Custom Fields	✓	✓
Article Modifications History (Versioning)	✓	✓
Rollback to Previous Article Versions	✓	✓
Trash Box for Deleted Articles	✓	✓
Recover Deleted Articles from Trash Box	✓	✓
Article Assignment to Multiple Categories	✓	✓
Related Articles	✓	✓
Favorite Articles	✓	✓
Recently Viewed Articles	✓	✓
Article Keywords / Tags	✓	✓
Article Summary (Meta Description)	✓	✓
Article Attachments	✓	✓
Preview Article Before Publishing	✓	✓
Show / Hide Articles	✓	✓
Featured Articles	✓	✓

Saved Drafts for Unfinished Articles	✓	✓
Article Subscription	✓	✓
Enable / Disable Comments for Individual Articles	✓	✓
Enable / Disable Rating for Individual Articles	✓	✓
Article Expiry Date	✓	✓
Remove Article Expiry	✓	✓
Article Publish Date (Scheduled Publishing)	✓	✓
Article Revisions (Change Log)	✓	✓
Compare Article Versions	✗	✓
Lock Articles for Further Changes	✗	✓
Article Auto Save Facility	✓	✓
<b>WYSIWYG Editor</b>		
Font Type, Size and Text Alignment	✓	✓
Bold, Italic, Underline Text	✓	✓
Text Color, Background Color	✓	✓
Headings	✓	✓
Bullets (Circles, Numbers, Alphabetic, Roman)	✓	✓
Insert Images, Videos, Media (Point & Click Upload)	✓	✓
Media Files Manager	✓	✓
Ready to Use Design Elements	✓	✓
Edit HTML Source	✓	✓
Insert YouTube Videos	✓	✓
Insert PDF File	✓	✓
Generate & Insert QR Codes	✓	✓
Paragraphs	✓	✓
Hyperlinks	✓	✓
Tables	✓	✓
Drag & Drop Image Upload	✓	✓
Copy & Paste Image Upload	✓	✓
<b>Search</b>		
Simple Search	✓	✓

Advanced Search	✓	✓
Live Search Suggestions	✓	✓
Full text or Boolean Search	✓	✓
Search Content of Attachments (PDF, DOC, XLS, TXT, HTML, XML)	✓	✓
Searches are Logged	✓	✓
<b>Custom Fields</b>		
Number of Custom Fields	Unlimited	Unlimited
Searching in Custom Fields	✓	✓
Choice of Required Custom Fields (Mandatory Input)	✓	✓
Custom Field Types		
Text Field	✓	✓
Drop Down Select Menu (Single Selection)	✓	✓
Checkboxes (Multiple Selection)	✓	✓
<b>Feedback Options</b>		
Support Ticket Submission Form	✓	✓
Enable / Disable Article Comments	✓	✓
Comments Moderation	✓	✓
Auto Approve Comments	✓	✓
Anti-bot CAPTCHA Protection	✓	✓
Enable / Disable Article Ratings	✓	✓
<b>Reports &amp; Statistics</b>		
Search Engine Referrals Report	✓	✓
Knowledge Base Traffic Report	✓	✓
<b>Article Statistics</b>		
Articles Summary Report	✓	✓
Most Popular Articles	✓	✓
Most Discussed Articles	✓	✓
Most Shared Articles	✓	✓
Most Printed Articles	✓	✓
Top Rated Articles	✓	✓
Monthly Report of New & Updated Article	✓	✓



<b>Category Statistics</b>		
Categories Summary Report	✓	✓
Most Popular Categories	✓	✓
Empty Categories	✓	✓
<b>Search Statistics</b>		
Search Summary	✓	✓
Popular Search Queries	✓	✓
Failed Search Queries	✓	✓
<b>User Statistics</b>		
Knowledge Base Users Summary	✓	✓
Most Popular Authors	✓	✓
Most Contributing Authors	✓	✓
Most Active Users	✓	✓
<b>Search Engine Optimization</b>		
SEO Friendly Category URLs	✓	✓
SEO Friendly Article URLs	✓	✓
Sitemap Generation (XML, HTML & TXT Formats)	✓	✓
<b>Backup System</b>		
Store Backup on Server	✓	✓
Download Backup Files	✓	✓
Manual Backup Generation	✓	✓
Backup of Configuration Settings	✓	✓
Backup of All / Selective Database Tables	✓	✓
Backup of Knowledge Base Assets (images, videos, media files)	✓	✓
Backup of Attached Files	✓	✓
Backup of Language Files (ML Editions)	✓	✓

## Get Started Today

Take a free 30-day trial of PHPKB knowledge base software. To find out more, please feel free to contact us at:

Phone: +91 (181) 461-3940

Email: [sales@phpkb.com](mailto:sales@phpkb.com)

Web: <https://www.phpkb.com>