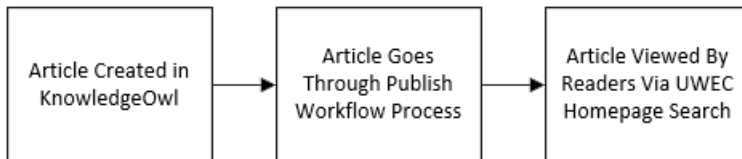


KB: Article Publish Process

Last Modified on 01/19/2021 2:16 pm CST

Overall Process

Articles created for our knowledge base are created in an application called KnowledgeOwl, our knowledge base content management system (CMS). A limited number of users on campus will actually utilize KnowledgeOwl. Instead, content readers will find articles via search on UWEC public web site (<http://www.uwec.edu>).



Article Process

There are two ways to add articles into the knowledge base. Articles created will go through a publish workflow process in order to maintain consistent styles and conventions, which can be viewed in the flowchart below.

1. User Emails Document for Article Conversion

Users may send documents to the email documentation@uwec.edu, and LTS Documentation will convert them into knowledge base articles.

2. Author Creates New Article

Users that have been trained how to use KnowledgeOwl, our knowledge base CMS, will have the ability to author new articles. Submitted articles will still go through the public workflow process.

*View [KB: Creating an Article](#)
