

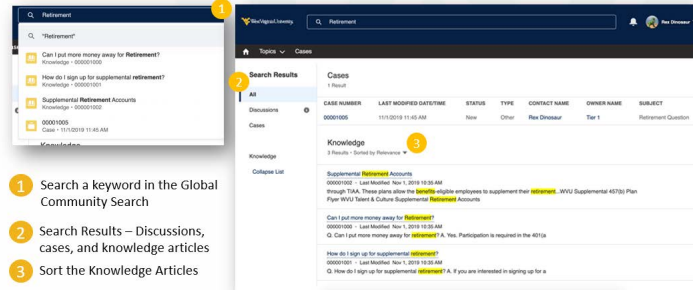
SALESFORCE COMMUNITY QUICK REFERENCE GUIDE

Searching the Community Knowledge Base

The Global Community Search Bar

- Entering Key Words in the **Global Community Search Bar** will bring up your cases related to that topic.
- Searching key words will also bring up **Knowledge Articles** and **Community Discussions** related to your search.
- **Knowledge Articles** can be sorted by relevance, title, summary, article number, or publications status.

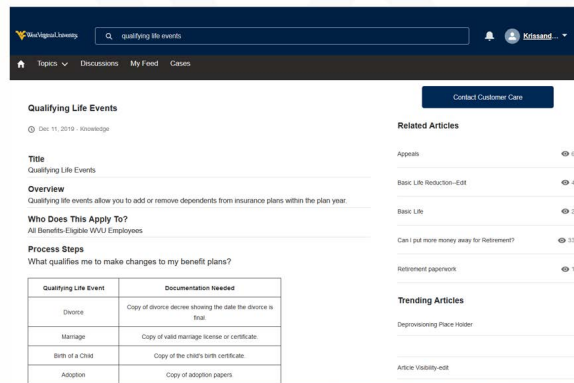
Community Search



Knowledge Base - Articles

- Knowledge Base Article Provide the user with a title, overview, and process steps to resolve your case.
- Knowledge Base articles will also offer related and trending articles relevant to your search.

Knowledge Base – Article



Knowledge Base- FAQ

1. Article title and details
2. Related and trending articles
3. Vote on an article's relevance and effectiveness with a, "Thumbs up or Thumbs Down." This will help others find the most helpful articles.

Knowledge Base - FAQ

