Knowledgebase - Guidelines for Content upload on the DOME Project Knowledge Base

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Introduction

This document provides a detailed guide for the DOME project partners on how to insert the documentation created into the Bookstack platform, used for managing the project's knowledge base.

Dictionary of Terms

Before proceeding with the description of the procedure, it is important to define some key terms used in the Bookstack platform:

- Shelf: Corresponds to the category in which different documents are grouped.

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Note:
Clicking on "list view" on the right, will display the sections vertically, wich will also display, under each section, the books already inside of each section. That makes the identification of where the books are stored, easier.

- Book: Represents the document itself, which can contain various chapters and pages.

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Procedure for Document Insertion

The procedure for inserting documents into the KB platform is as follows:

Accessing the Platform

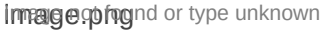
- Access the KB platform using the provided credentials.
- Ensure you have the necessary permissions to add or modify content.

Identifying the Correct Section

- Navigate the platform to find the most appropriate section based on the competencies and content of the project.
- Select the "Shelf" corresponding to the area of expertise of the document to be inserted.

Creating a New Document

- Within the selected "Shelf", click on "New Book", in the menu on the right of the page, to start creating a new document.
- Assign a meaningful title to the "Book" that reflects the content or subject matter



Defining Chapters

Chapters should be seen as aggregator of pages. If you have many documents to be uploaded all regarding the same topic but still slightly different, you can put them inside the same book, but under different chapters. *Important*, having a book with different pages is also acceptable, if you just have a few documents inside a book, it's totally fine to just have just directly pages inside of it, doing so will avoid unnecessary separation inside of a book that would just create clutter otherwise.

- Divide the document into chapters, each dedicated to a specific topic.
- Create a new chapter by clicking on the appropriate option and assigning it a descriptive title.

Adding Pages

- In the menu on the right of the page, click on the "New Page" button
- Each page should address a specific aspect, you can also see a page as a single document if you are inserting many inside the same book.
- Use the platform's editor to insert text, images, and other necessary elements.

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After you are done creating and element, be it a book, a chapter or a page; you can edit or delete in at any moment.
To do so you just have to click on the element you want and that will open it for you.
On the right, under the Actions menu, you will have other actions that can be performed upon the element wich you have open already.

Books and Pages actions

Book Actions

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Edit and Delete will respectively let you edit the details of the book, or delete it.

Copy will copy the entirety of the book, without things like permissions, a warning detailing this, will be displayed.
Sort, will let you move the contents of the book inside of it, in a drag and drop fashion.
Permissions let you manage who has visibility of the book.

Page actions

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Pages have some actions in common in books that have the same functionality, like Edit, Copy, Delete and Permission.

Move let you move the page you have currently open, to another book of your choice.
Revisions let you see all the history of the page, who has modified what and when. From there you may choose to see the changes and compare with your current version, or you can restore a previouse version of the document or delete the entry of the history

While editing the page, the draft will auto save every once in a while, if you want to save the contents manually and go back to just viewing the page, you can click the "Save Page" button, in the upper right

Linking external contents

If for some reasons, you want to link to a document, already present somewhere else, without recreating its content here, that can be done using the link feature found here while editing a page:

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Rules for linking

Linking of external content may be done only if that content is for **internal use and is of technical nature**.
For example documentation needed by developers.
Being even more specifics, it can be documentation that **it's not going to be needed by the chatbot** for its training and that will n**ot be of interest to the final users of the platform**.
In any other case that document **may not be linked and it will need to be recreated onto the platform**

Moreover, when linking to an external documentation be sure to **provide a direct link to the resource**
Be sure to not just insert the general link to the host platform