Knowledge Owl User Roles: \_\_\_\_\_\_\_\_\_\_\_\_\_ Knowledge Base

|  |  |  |  |
| --- | --- | --- | --- |
| Article Permissions | Editor | Writer | Custom |
| Create any type of new article or specify any of the four article types – this will override the create article permissions below | yes | yes |  |
| Create articles from scratch | yes (inherited from above) | yes (inherited from above) |  |
| Create articles from a template | yes (inherited from above) | yes (inherited from above) |  |
| Create articles from any existing article | yes (inherited from above) | yes (inherited from above) |  |
| Create articles that are content linked to an existing article | yes (inherited from above) | yes (inherited from above) |  |
| Edit articles that are in draft mode | yes | yes |  |
| Edit articles that are published | yes | yes |  |
| Create new versions of articles | yes | yes |  |
| Publish articles / versions that are in draft mode | yes | yes |  |
| Move / reorder articles | yes | yes |  |
| Archive articles | yes | yes |  |
| Delete articles | yes | yes |  |
| Edit articles in bulk | yes | yes |  |
| Category Permissions |  |  |  |
| Create new categories | yes | yes |  |
| Edit categories | yes | yes |  |
| Move / reorder categories | yes | yes |  |
| Delete categories | yes | yes |  |
| Internal Note Permissions |  |  |  |
| Create new internal notes | yes | yes |  |
| Edit internal notes | yes | yes |  |
| Remove internal notes | yes | yes |  |
| Home Page Permissions |  |  |  |
| Edit home page content | yes | yes |  |
| Comments Permissions |  |  |  |
| Create new comments | yes | yes |  |
| Approve submitted comments | yes | yes |  |
| Delete submitted comments | yes | yes |  |
| Glossary Permissions |  |  |  |
| Add glossary terms | yes | yes |  |
| Edit glossary terms | yes | yes |  |
| Delete glossary terms | yes | yes |  |
| Snippet Permissions |  |  |  |
| Add snippets | yes | yes |  |
| Edit snippets | yes | yes |  |
| Delete snippets | yes | yes |  |

|  |  |  |  |
| --- | --- | --- | --- |
| File Library Permissions |  |  |  |
| Edit files | yes | yes |  |
| Delete files | yes | yes |  |
| Create file labels | yes | yes |  |
| Edit file labels | yes | yes |  |
| Delete file labels | yes | yes |  |
| Tag Permissions | **Editor** | **Writer** | **Custom** |
| Add existing tags to articles | yes | yes |  |
| Edit existing tags | yes | yes |  |
| Add new tags | yes | yes |  |
| Remove tags from articles | yes | yes |  |
| Delete tags from the tag library | yes | yes |  |
| Administrative Permissions |  |  |  |
| Create and manage exports - PDFs / HTML Zip  | yes |  |  |
| Import content | yes |  |  |
| Update article ratings settings | yes |  |  |
| Update basic settings | yes |  |  |
| Update comment settings | yes |  |  |
| Update contact form settings | yes |  |  |
| Update PDF settings | yes |  |  |
| Update search settings and synonyms | yes |  |  |
| Update security settings | yes |  |  |
| Update subscription settings | yes |  |  |
| Update widget settings | yes |  |  |
| Reporting Permissions |  |  |  |
| View Dashboard | yes | yes |  |
| View Contact Form | yes | yes |  |
| View Widget | yes | yes |  |
| View Comments | yes | yes |  |
| Reset individual article ratings | yes |  |  |
| Reset all article ratings | yes |  |  |
| Tool Permissions |  |  |  |
| Run Broken Links Report | yes | yes |  |