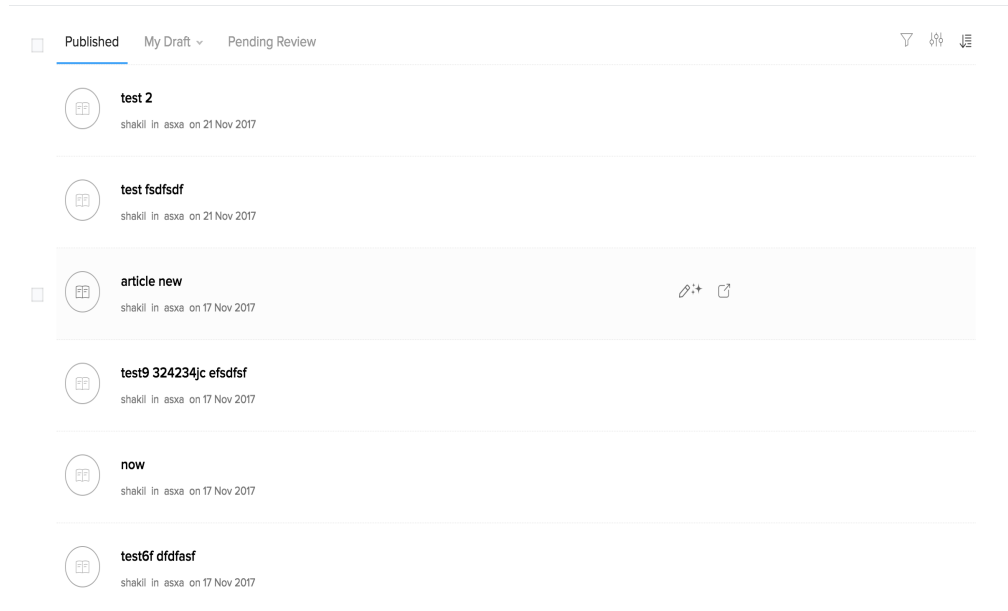


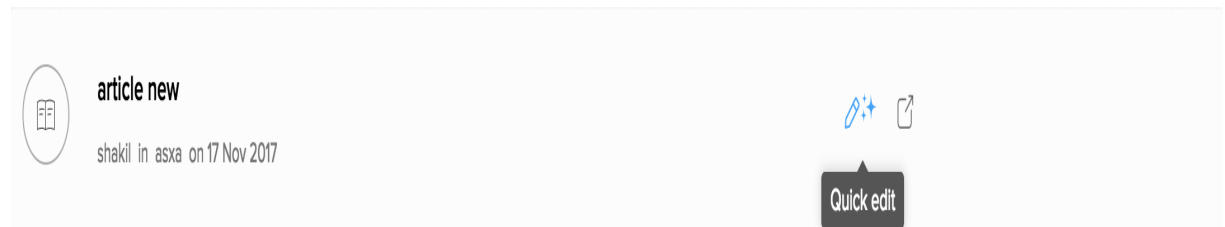
Use case document for Article versioning

UI changes

1. Solution list view



2.



3. Detail view changes

Version details will be available only in review article detail view.

Also we won't display all version list here. We will display only the iterations between the previous published version.

Version		X
1.4	20 Nov 2017 01:40 PM	SH
1.3	20 Nov 2017 01:38 PM	SH
1.2	20 Nov 2017 01:36 PM	SH
1.1	20 Nov 2017 01:33 PM	SH
1.0	17 Nov 2017 07:53 AM	SH

5. Add form Changes

Article	Content	TOC	Version
---------	---------	-----	---------

Article	Content	TOC	Version
2.1	21 Nov 2017 08:48 PM		SH
2.0	21 Nov 2017 05:16 AM + Add note		SH
1.0	21 Nov 2017 05:16 AM		SH

[Back to edit](#)

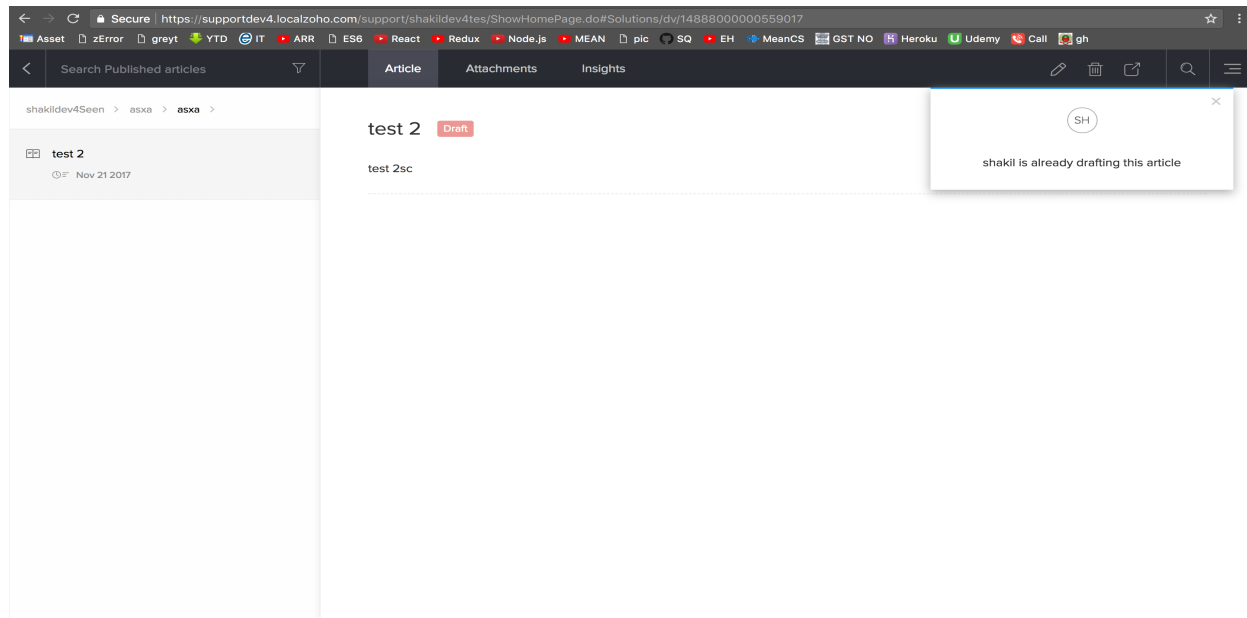
[Restore this version](#)

test 2

test

Article	Content	TOC	Version
2.1	21 Nov 2017 08:48 PM		SH
2.0	21 Nov 2017 05:16 AM		SH
1.0	21 Nov 2017 05:16 AM + Add note		SH

6. Collision message in DV page



7. Comparing two versions.

Article Versioning

We had covered every article in Zoho Desk, Knowledge base is assigned a Version. For any new article created by the user will have an initial version “1.0” assigned to it. Further any changes or updates to the article save, Version is updated.

For example: if my current version is 1.0 and in the meantime I have added some new content to the article, then click the publish button my version becomes 2.0.

Edit:

Author can directly edit a article. Once saved, the version number will be updated. We

will add a version description as "Edited". In this flow, this version will not be considered as a copy of the existing article. Just an update. It would be great if we can have sub-versions for edit operation (nice to have)

Author can create a new copy of the article which will have the complete article life cycle flow from draft - review - publish. Once published, the article will be saved as next major version and this would become the master copy.

Agent can access the independent article. For unpublished articles, send for review or save as draft to save the changes. To edit an existing published article and create a draft version. save it as offline draft, continue working on the draft.

In Draft version article, offline draft version files to be shown in the all draft and my draft list, In the same version can be discarded. Delete and restore options for my draft knowledge base articles.

Create Article:

- Every manual action is a major version.
- Auto Save can be a minor version which need not be displayed.
- Without title article can not be save or we should display an alert message

Edit:

- Each edit is a new version.
- Each version can go through the complete life cycle.
- At any point of the cycle, it will be listed in the particular status.

Quick Edit:

- This is not going to be a part of versioning.

- This is for convenience and would be part of timeline / history / audit.

Quick Edit option is available only for articles in the following states:

- Published articles that are currently in the draft state.
- Quick edit option is used for the article will be saved in same version.

Discard Draft:

- Minor version article should be discard. will not be stored in recycle bin.
- Created article saved as draft should be deleted. this will be as it is.
- Scheduler for discard article, Once discard the article, have to show the alert message with undo discard article option.
- In Discard button on the alert pop-up display on clicking Cancel in the editor.

Terminology Update:

- Review and Draft stage articles only can use Discard option.
- Published stage articles can able to use Delete option.

Review Owner:

- Review owner can review the article and able to access the version details in detail view articles.
- Review owner can view the compare versions article.

Agent Collision

We had covered Agent Collision, for example two or more agents editing article to it simultaneously. you can avoid same article edit using agent collision. Also, we will not display Create a copy icon if some one is already working on a draft. We will just show information on who is working on the new version.

Auto Save

We had covered Auto Save in Knowledge base Article while creating or editing.

Agent / Author start editing a knowledge base article, automatically save the changes in regular frequency time.

Versioning for Knowledge Base Article

Agent / Author can view the different versions of a current article by clicking on “Version” link present highlighted in the Figure1.

- Currently published minor version and earlier published version of article will be shown.
- It should be an non-editable.