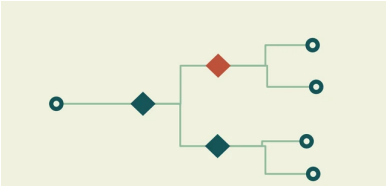
Knowledge base taxonomy



We organise up to 80 articles into a topic tree with tagging and ownership rules.

Who it helps

Product owners and technical support teams

The problem to solve

A knowledge base can feel large even when the right article exists if readers use different words from its category names.

Working through the brief

1. **Inventory up to eighty articles**

   Gather the agreed inputs. Current documents or article inventory, terminology and content owners.

2. **Group topics and design tags**

   Track “Article topic” and “Discovery tag” together so the reviewer can connect the source information to the result.

3. **Assign content ownership rules**

   Use the topic tree and tags to make maintenance and discovery easier across the supported library.

4. **Check the scope at handover**

   Product fact approval stays with the client. Translation and third-party licences are separate.

Worked example

Readers search for “billing” while articles sit under “accounts”. Map the language readers use to the topic structure.

Read the service scope / DOC-019

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