Intellicom

INTELLICOM · BUSINESS SOFTWARE



Intellicom Knowledge Base

Publish guides your team and customers find

Intellicom Knowledge Base is a wiki for help centres, product guides, handbooks and team notes. Writers edit in a rich editor, changes are reviewed before they go live, and readers get fast search and navigation.

MADE FOR

- Support teams running a help centre
- Companies keeping a staff handbook
- Software and product teams writing documentation
- Organisations documenting procedures

Intellicom IT (Pty) Ltd · pmalan@intellicom.org.za · 087 378 1162 · WhatsApp 068 609 2769 · intellicom.org.za

WHAT YOU CAN DO

Put it to work from day one

01 Publish separate wikis, each with its own address, logo and access rules

02 Limit a wiki to chosen roles or make it public

03 Write pages with tables, task lists, code blocks, callouts, images and videos

04 Review edits through change requests before publishing

05 Track page views, top pages and referrers

06 Collect reader feedback on each page

INSIDE THE PRODUCT

Key features

Writing

- Rich text editor with tables, task lists, callouts and code blocks
- Images, PDFs, videos and Mermaid diagrams
- Content stored as Markdown
- Drafts saved for later publishing

Review and history

- Change requests that reviewers approve, reject or send back
- Readers can propose changes
- Administrators choose who may publish directly
- Version history with author and timestamp, and revert

Reading experience

- Page tree and table of contents
- Search across pages
- Light and dark mode
- PDF download of pages
- Per-page feedback

Reach and sync

- Analytics per wiki, space or page
- Sync a space with Markdown files in a GitHub repository
- Meta tags, social cards and sitemap
- Markdown copy of each page

BETTER TOGETHER

Works with your other Intellicom systems

> **Intellicom Chat**
> Records from this product can be shared in chat channels, trigger alerts and be discussed where the team already talks.

GETTING STARTED

How we get you running

01

Discover

We learn how your business runs today and agree what the system must do.

02

Configure

We set it up around your processes, documents and approvals.

03

Move and train

We bring your existing data across and train the people who will use it.

04

Go live and grow

We switch you over, stay close in the first weeks and add more as you grow.

THE INTELLICOM SERVICE

We run it, you use it

Hosted for you

Runs on Intellicom-managed servers in South Africa, so your data stays in the country and there is nothing to install.

Set up around your business

We configure it to match how you already work and bring your existing data across.

Looked after

Backups, updates and monitoring are handled by our team, so your people can get on with their jobs.

Training and local support

We train your team and stay on call, with support from people in Cape Town who know your system.

See Intellicom Knowledge Base in action

Ask us for a demonstration and a quote tailored to your business.
pmalan@intellicom.org.za · **087 378 1162** · WhatsApp **068 609 2769**

Intellicom