

HOW TO: COMMUNITY CLOUD:

Create a Public Knowledge Base

Create a Public Knowledge Base for guest users

Get started with Lightning Community Public Knowledge Base. This engagement will guide you through how to set up your first Community with public knowledge articles and chats for guest users. In addition, the Specialist will also guide customers on how to configure the partner recruitment application as an extension to your public Community.

What it can do for you

- Increase customer self service.
- Increase customer satisfaction.
- Increase case deflection.

How it works

A Certified Specialist will guide you through the process over a predetermined time frame. This will take place during 3 calls totaling 3-4 hours spread over 3 weeks.

Discovery

- An overview of the Accelerator.
- Understand your goals for guest users.

Analysis/Delivery

- Discuss public knowledge base key uses.
- Discuss recommendations.

Outcomes

- How to create a guest user Community.
- How to integrate your knowledge articles with Community.
- Understanding of the Lightning Community Builder.
- How to configure the partner recruitment app (optional).

ADDITIONAL INFORMATION

Premier or Signature

Time you will spend on this Accelerator: 4 hours

GOAL

Reduce Costs

INTENDED USER

You are looking to create a guest user public knowledge base leveraging Community Cloud.

PREREQUISITES

- Must have Premier or Signature Success Plan.
- Available for Enterprise Edition, Unlimited Edition and Performance Edition license holders.
- No Community Cloud license required.
- A leader or executive who is engaged and committed to a successful outcome.
- Participation by a business leader familiar with your businesses processes.
- Willingness to complete a customer satisfaction survey at the conclusion of the Accelerator.

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To schedule your 1-on-1 Accelerator, [visit our Help Portal](#), or contact your account executive or success team today!

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