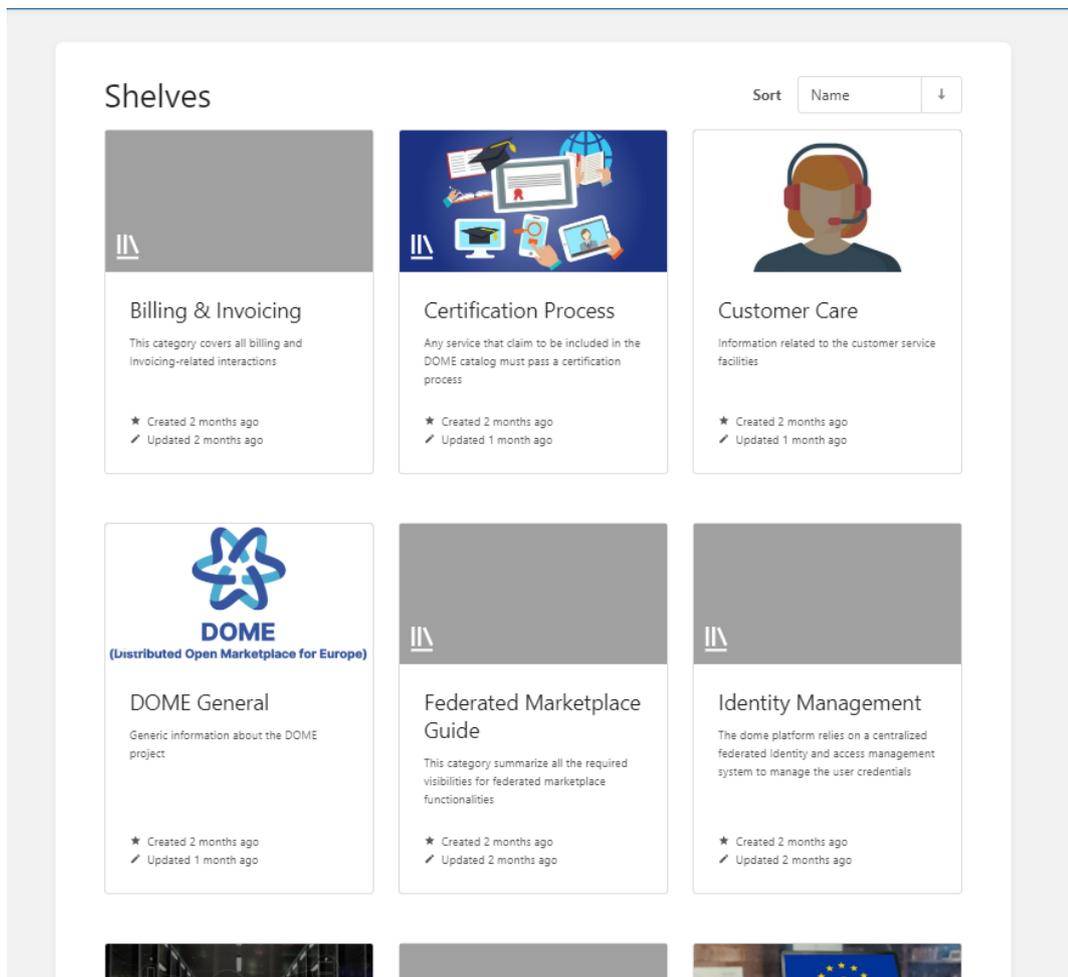


# Navigating the Knowledgebase

- [Knowledgebase Sections](#)
- [Changing the shelves visualization](#)
- [Books](#)
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# Knowledgebase Sections



Upon login, the user gets directed to the 'Shelves' area of the knowledgebase.

These are the categories of the contents that we set up in place to divide all the documentations in logical containers, categorized by area of interest.

The categories that are visible to a user do already take into consideration the user's role, so each user will only see sections and documents that are relevant to them.

**Clicking one of the section will let you navigate to the books that are contained in that specific section.**

The first kind of layout that is presented, is a grid format of the categories, this can be changed to a list format.



# Changing the shelves visualization

On the right side of the page, there is a button called either "List view" or "Grid View", clicking it will let you toggle between the two formats.

The screenshot displays a user interface for managing shelves. On the left, under the heading "Shelves", there are three shelf cards: "Billing & Invoicing" (grey background), "Certification Process" (blue background with educational icons), and "Customer Care" (white background with a headset icon). Above the cards is a "Sort" dropdown menu set to "Name" with a downward arrow. On the right, an "Actions" panel contains three buttons: "New Shelf" (plus icon), "List View" (list icon, highlighted with a red border), and "View Tags" (tag icon).

A note on the use of the List View, is that will intuitively show the books contained in each section, without the need to click in it and navigate inside it.

So you can see at first glance which documents are stored where.



## Certification Process

Any service that claim to be included in the DOME catalog must pass a certification process

[CERTIFICATION APPROACH](#)



## Customer Care

Information related to the customer service facilities

[Guidelines for Content upload on th...](#)

[Customer service + attachment servi...](#)

[Helpdesk Customer User Guide](#)

[Navigating the Knowledgebase](#)

[Helpdesk Admin User Guide](#)



**DOME**

(Distributed Open Marketplace for Europe)

## DOME General

Generic information about the DOME project

[What is DOME](#)

[European cloud/edge services](#)

[Partners](#)

[Project Aims](#)

[Marketing](#)

[Access Procedure to the DOME Platf...](#)

# Books

## Customer Care

Sort  ↓

Information related to the customer service facilities

<p><b>Guidelines for Content upload on the DOME...</b></p> <p>★ Created 1 month ago ✔ Updated 1 month ago</p>	<p><b>Customer service + attachment service...</b></p> <p>★ Created 1 month ago ✔ Updated 1 month ago</p>	<p><b>Helpdesk Customer User Guide</b></p> <p>Throughout this guide, customers will discover how to navigate the platform, create and monitor tickets, and utilize the availa...</p> <p>★ Created 6 days ago ✔ Updated 5 days ago</p>
-------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Within a category, you'll find books. Books are like containers for documentation on a specific topic. Clicking on a book will let you view its chapters and pages.

When clicking on a section you will see the books that are contained in that section, otherwise if you click on the "Books" button in the header bar on the top right, you will see all the books currently available to you

## Chapters and Pages

Usually when clicking on a book, inside of it you will only see one or more pages inside of it that are the actual content of the document; chapters are instead a way of organizing more pages, if a document is pretty big or have a big enough difference in its argument, then chapters might be made to organize its content to be more separated

Example of a book with one chapter and two pages

# Business API Ecosystem

## Installation and Administration Guide

This guide covers the installation of the Business API Ecosystem (BAE) version 8.1.0. The recomme...

▼ 2 Pages

### Installation with Docker

The installation with Docker requires the following: Docker Docker Compose As stated, the...

### Manual installation

Requirements As described in the GErI overview, the Business API Ecosystem is not a single softw...

Example of a book with one page

# Helpdesk Customer User Guide

Throughout this guide, customers will discover how to navigate the platform, create and monitor tickets, and utilize the available features to efficiently address their needs and optimize their experience.

## Helpdesk Customer User Guide

Introduction This document aims to introduce the functionalities of the customer support and tic...

# Other features

## Navigation Menu:

On the left of the page, there is a column containing both your recently viewed documents, as well as the recently updated page that you have access to.

## Search Functionality:

If you have a specific query, use the search functionality. Look for a search bar, located at the top of the page. Enter keywords, they can be either a title or a piece of content from a document, and the software will display all occurrences of that keyword from all the documentation you have access to.

## Breadcrumb Navigation:

There is also a breadcrumb navigation at the top of the page. It shows your current location within the knowledgebase. You can use it to backtrack or jump to higher-level categories.

## Settings and Preferences:

If you have a user account, explore the settings or preferences section. Here, you might find options to customize your experience, such as theme selection or notification settings.