Take a tour of this demo

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This knowledge base has a public help center for one client, Crunchbox, and private sections for Hootline's agents. In a live knowledge base, agents would sign in and see only the sections for their reader group. Here, everything is public so you can explore.

Try the View as buttons

On the homepage, choose a role under **View as**. Sections that role wouldn't see fade out.

Who sees what

Section	Customer	New agent	Team Crunchbox	Team Pawsure	Team Brightdial	Supervisor
Crunchbox help center	✓	✓	✓	✓	✓	✓
Agent essentials		✓	✓	✓	✓	✓
New hire academy		✓				✓
Crunchbox playbook			✓			✓
Pawsure playbook				✓		✓
Brightdial playbook					✓	✓
Compliance		✓	✓	✓	✓	✓
Quality and coaching						✓
Workforce		✓	✓	✓	✓	✓

Things to look for

- The banner at the top of each agent article, naming the reader group that would see it
- The known issues banner, which comes from one snippet and appears in two places
- Glossary terms like AHT and FCR with dotted underlines; hover to see the definition

Curious about the why? Read Why a knowledge base for call centers?