

Attribute Number	Attribute Name	Attribute Description	Attribute Action
Attribute 1	Too thin	If there's not enough information in the article (symptoms), then it's "too thin."	Mark as 1 if there are two or fewer symptoms to indicate that the article is too thin.
Attribute 2	Duplicate	If the search in the knowledge base results in two or more articles with the same content, then the article is considered a "duplicate." (If you are searching the knowledgebase with the entire content of an existing solution any solution that is found with more than 80% relevance is probably a duplicate and should be examined closely).	Mark as 1 if one or more duplicates are found with similar content.
Attribute 3	Incorrect environment information	This attribute should list all the related environments of the incident/problem in question.	Mark as 1 if one or more environment descriptions are not correct.
Attribute 4	Resolution incomplete or not usable	A resolution is considered complete only if the resolution resolves all the symptoms. If the solution might trigger another call from the customer, then the resolution is incomplete.	Mark as 1 if all the symptoms aren't resolved with the help of the article.
Attribute 5	Grammar, punctuation, and sentence structure	Errors in grammar, punctuation, and sentence structure should be noted and changed.	Mark as 1 if there are any mistakes in grammar, punctuation errors, or sentence structure errors (such as repetition of words).
Attribute 6	Article presentation	Articles should follow the content standard's specifications for the article's appearance (e.g., bullet formats, indentation, line spacing).	Mark as 1 if formatting or article presentation doesn't follow the content standard's specifications for appearance.
Attribute 7	Confidential information in the solution	Confidential information includes passwords or client information and should not be in an article.	Mark as 1 if there is confidential information, such as passwords, in the article.
Attribute 8	Symptoms does not reflect client's words	Symptoms should always be captured in the client's words.	Mark as 1 if symptoms are not captured using the client's description of the issue.
Attribute 9	Hyperlink incorrect	If there are hyperlinks present in the article, then they should work and link to information relevant to the article.	Mark as 1 if the hyperlink on the article is either not relevant or not working.
Attribute 10	Document state incorrect	Articles should be placed in the correct state (e.g., draft or published) based on confidence in the article.	Mark as 1 if the document state is marked incorrectly.
Attribute 11	Title wrong or does not reflect symptoms	The title of the article should reflect the symptoms and should be concise.	Mark as 1 if the title of the article is wrong, does not reflect the symptoms, or is not concise.
Attribute 12	Incorrect audience	Information in the audience section should be accurate and relevant.	Mark as 1 if the information in the audience section is incorrect or incomplete.