Take a tour of this demo

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This knowledge base has a public help center for Kilowatt Creek customers, and private sections for contact center agents and field crews. In a live knowledge base, staff 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

Your bill, Rates and plans, Outages and safety, Start, stop or move, Help paying	✓	✓	✓	✓
Agent desk		✓		✓
Vulnerable customers		✓		✓
Storm mode		✓	✓	✓
Field crews			✓	✓

Things to look for

- The banner at the top of each staff article, naming the reader group that would see it
- The storm status banner, which comes from one snippet and appears on the outage page and in the storm checklist
- The rate table, which comes from one snippet and appears in three articles
- The Planned maintenance section, which readers can subscribe to for email updates
- Glossary terms like kWh and net metering with dotted underlines; hover to see the definition

Curious about the why? Read Why a knowledge base for utilities?