Knowledge Resources

You will need: About 2-3 hours and willing enthusiasm!

As a missionary in the Family History Department you have a major role in providing our patrons with a consistent quality experience. Whether on the phone, online, or in person, FamilySearch support strives to provide patrons with a "delightful" world-class service experience that positively represents our work in the Family History Department and reflects the example of the Savior.

We accomplish this by effectively helping patrons find answers to their problems and teaching them to find their own answers in the future. As you use the knowledge base to record, resolve, and share the answers for patron challenges, you help missionaries and members to more effectively fulfill their divine responsibility to find their ancestors and take them to the temple for sacred ordinance work.

Prepare (before the meeting!)

The knowledge base allows you to do the following:
- Search for answers to a problem.
- Send an answer to a patron.
- Recommend that a Article be created.

Below you will find links to resources regarding knowledge resources. Please study the resources and complete the activities below.

Study

KNOWLEDGE BASE

As you study, consider the following questions:

- What role will the knowledge base play as you assist FamilySearch patrons? _____
  _____
  _____

- How will you capture, structure, and re-use questions and answers for patron problems? _____
  _____
  _____
  _____

The knowledge base is a collection of documents written by employees and missionaries that answer questions about family history or family history products. These documents are called "Articles."

Articles are available by **access level**. Documents with a public domain level are available to patrons on the FamilySearch website under the Help option.

Some documents with public access have additional instructions for Area Support. Those instructions will not be seen by the public. Other documents are written specifically for Area Support and will not be available to the public.

As a FamilySearch support missionary it is important that you take personal responsibility for the quality of the answers provided by you and other missionaries. The nice thing about these Articles is that you don't have to know everything; you only need to know where to look.

If you cannot find an Article to answer a problem, you can recommend that a document be created. You also can request edits for Articles with incorrect or out-of-date information. **Note:** Articles are authored, edited, and translated by employees and missionaries who have that assignment.

The knowledge base is part of the FamilySearch Support System called Salesforce.
Another source of knowledge for support missionaries is the FamilySearch Research Wiki which is a free collection of family history articles provided by family history enthusiasts from around the world.

Observe

Click **here** to open the Find an Answer in the Knowledge Base job aid.

Practice

Using the steps in the job aid, sign in to Salesforce access the knowledge base Articles.

What did you learn?

Answer the following questions:

1. How would you describe the knowledge base to another missionary? _____
   _____

2. Teach another missionary how to access the Salesforce knowledge base. _____
   _____

Study

GLOSSARY OF TERMS

Below is a glossary of knowledge resource key terms you will hear and use frequently as a support missionary. Review these terms and their meanings.

For a fun way to become familiar with the terms and meanings, complete the crossword puzzle and word search at the end of this document.

Access Levels
Restrictions on Articles to ensure information is kept safe and specific instructions are understood.

Article
A document containing a record of the problem encountered, possible answers, step-by-step instructions, and specific directions for missionaries and employees in different settings. Public Articles are available to patrons in FamilySearch Help.

Attach
Each time you help a patron you should always attach an Article in an email.

Author
An individual who writes and edits Articles.

FamilySearch Research Wiki
A free searchable collection of family history articles.

Knowledge Base
A searchable database of answers to problems encountered by patrons.

Recommend
Occasionally a patron will have a problem for which no Article has been created. A missionary can recommend that a new Article be created.

Resolution
The solution to the problem is given in this section of an Article.

Search
When a patron has a problem, missionaries search for Articles or wiki articles that can help solve the issue.

What did you learn?

Answer the following questions:

1. How would you explain to another missionary why we need a knowledge base? _____
   _____

2. As a support missionary, explain what you will do if you cannot find an Article to answer a patron's question? _____
   _____

Apply what you learned?

Using Salesforce, search for Articles that would be appropriate for the following general questions. Write the search terms and the title of the Article for each question.

	Question	Search Terms	Title
1	I want to get in Family Tree.		
2	Cannot get email to reset password, LDS Acct.		
3	Can I do work for people I am not related to?		
4	How can I move around in the pedigree?		
5	Can I add sources?		
6	How can sources show with the birth date event?		
7	Why can't I see my living parents' ordinances?		
8	How do I add a new person to Family Tree?		
9	How do I add someone already in Family Tree		
10	I want to remove a wrong person from a family.		
11	How can I change an ancestor's birth date?		
12	How do I take my ancestor to the temple?		
13	I need help with my research.		
14	How do I find my 3rd Great, Grandmother in FT?		
15	How do I merge two records?		
16	How do I undo a merge?		
17	How do I restore information?		
18	I cannot merge duplicate records.		
19	Are my reserved ordinances being done?		
20	What do the temple icons mean?		
21	How do I print a page from Family Tree?		
22	How can I contact a contributor?		
23	How can I see if someone else makes changes?		
24	Sign in as Helper in Family Tree.		
25	Why "Needs More Information"?		
26	Ordinance in progress long time by someone else		
27	How do I find a 'Family Group Record'?		
28	Ordinances were done for the wrong gender.		
29	Can I do ordinances reserved by my deceased or incapacitated father?		
30	How can I find information on a parish?		
31	Missing ordinances (wrong date)		
32	What is the 110 year rule?		
33	Temple work done for immediate family.		
34	Proxy ordinances performed for living Mother		
35	I want to know more about specific ancestor.		
36	Can I do arbitration?		

37	I have a suggestion for Family Tree		
38	Forgot user name and password, FamilySearch.org		
39	How to I find out more about Family Tree?		
40	Help, videos, guides, manuals, handouts.		
41	Temple Policies		
42	How much does it cost to order a film?		
43	Can I share my research with the church?		
44	Where can I go to begin Indexing?		
45	How do I order a microfilm?		

Observe

What did you learn?

Record some goals about how you will practice what you have learned today.

1. I will practice how to find an answer in the Salesforce knowledge base for 30 minutes each day.
2. _____
3. _____

Teach One Another (in the meeting!)

Ask your questions!

You have had a few excellent experiences preparing for today's meeting. Be sure to ask as many questions as you can. Share your experiences with other missionaries, training assistants, and Instructors.

Ponder and Prove (after the meeting!)

Pondering the purpose of the knowledge base (i.e. learning from experience) after your preparation and meeting discussions is an excellent way to gain greater understanding.
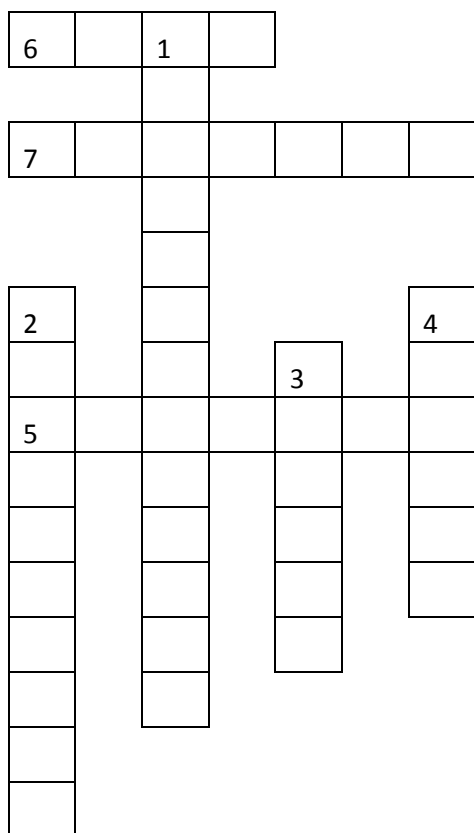
Ask your questions! Answer theirs.

Log in to Skype, and ask a meaningful question about the knowledge base to your fellow support missionaries.

Be sure to answer at least one Support question from other missionaries via Skype.

Review

Put your understanding to the test!

6		1	

(crossword grid with numbered cells 1–7)

Across

5. Occasionally a patron will have a problem for which no Article has been created. A missionary can _____ that a new Article be created.
6. Place we can find information about family histories.
7. Patron call, email or text us with a_____.

Down

1. The large data base where we search for answers to patron's problems. New problems and solutions can also be suggested and created here.
2. The solution to the problem is given in this section of an Article.
3. When a patron has a problem missionaries' _____ for Articles that can help solve the issue.
4. An individual who writes and edits Articles.

Observe

As you think about these principles, try to identify learning experiences you observe in your daily activities. Consider recording any situation in which your question was answered by someone else who has experienced the same question before.

Word Search

Circle the key terms you find in the word search. Learn what each term means below.

```
q  w  a  s  r  t  d  c  q  p  a  u  k
k  n  o  w  l  e  d  g  e  r  z  a  k
g  h  m  l  k  z  t  a  b  o  a  y  j
b  n  a  h  p  v  d  x  a  b  s  t  m
w  q  a  n  o  g  e  c  s  l  w  h  n
e  r  t  y  s  y  w  v  e  e  l  o  b
a  x  d  f  i  w  q  f  h  m  p  r  v
s  d  f  g  u  a  e  c  j  m  r  o  f
q  w  e  r  y  e  s  r  s  l  e  p  f
z  a  r  t  i  c  l  e  w  c  c  d  e
q  s  g  h  t  t  y  u  r  w  o  c  e
w  c  d  f  r  h  o  o  k  s  m  s  d
e  v  c  g  s  i  f  i  o  k  m  x  b
r  f  e  t  e  s  u  a  m  o  e  a  a
t  r  l  g  e  c  h  t  n  i  n  z  c
y  n  d  l  s  d  g  t  b  u  d  q  k
s  s  a  w  e  r  t  a  g  j  q  n  h
a  s  e  a  r  c  h  c  f  h  a  y  p
r  e  w  s  d  c  v  h  d  t  z  i  o
i  s  x  s  u  g  g  e  s  t  x  m  l
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Words to Find

answer	attach	knowledge
recommend	salesforce	problem
author	base	search
feedback	article	suggest

Word Meanings

Answer The solution to the problem is given in this section of an Article.

Attach Each time you help a patron you should always attach an Article in an email.

Author An individual who writes and edits Articles.

Knowledge Base The large database where we search for answers to patron's problems. New problems and solutions can also be suggested and created here.

Recommend Occasionally a patron will have a problem for which no Article has been created. A missionary can suggest that a new Article be created.

Search When a patron has a problem, missionaries search for Articles that can help solve the issue.