

AI-Ready Knowledge Base Content Checklist

Use this checklist to ensure your knowledge base is organized in a way that helps AI agents retrieve accurate information and deliver reliable answers.

Article structure

- ☐ Focus each article on a single customer question, task, or topic.
 - ☐ Create a unique purpose for every article and avoid overlapping content.
 - ☐ Break complex topics into multiple related articles when necessary.
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Titles and introductions

- ☐ Use clear, descriptive titles that match the language customers use.
 - ☐ Include important keywords naturally in the title.
 - ☐ Start each article with a direct answer, summary, or key takeaway.
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Headings and content organization

- ☐ Use descriptive H2 and H3 headings.
 - ☐ Keep each section focused on one idea.
 - ☐ Organize information in a logical sequence.
 - ☐ Break long content into smaller, scannable sections.
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Instructions and procedures

- ☐ Present tasks as numbered step-by-step instructions.
 - ☐ Ensure each step is complete and easy to follow.
 - ☐ Include expected outcomes where applicable.
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Requirements and limitations

- ☐ Clearly state prerequisites before users begin a task.

- ☐ Explain required permissions or access levels.
 - ☐ Mention plan-specific, product-specific, or regional limitations.
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Terminology and consistency

- ☐ Define technical terms and acronyms when first used.
 - ☐ Use the same terminology across all articles.
 - ☐ Avoid using multiple names for the same feature or product.
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Images and tables

- ☐ Include critical information as text, not only in screenshots.
 - ☐ Add captions or explanations for images where necessary.
 - ☐ Use tables to simplify comparisons and structured information.
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Version and product information

- ☐ Clearly identify version-specific instructions.
 - ☐ Label content that applies to certain plans, products, or regions.
 - ☐ Archive or update outdated information promptly.
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Content maintenance

- ☐ Assign an owner for each article.
 - ☐ Include a last-reviewed date.
 - ☐ Review and update content regularly.
 - ☐ Track common customer questions and content gaps.
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Duplicate content prevention

- ☐ Maintain one authoritative article for each topic.

- ☐ Consolidate duplicate information where possible.
- ☐ Link related articles instead of repeating instructions.