Knowledge Models Overview
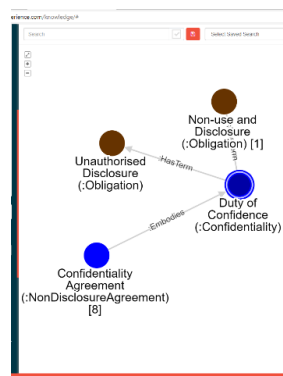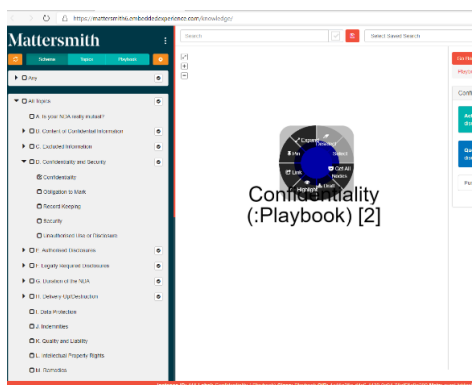
1. Once the Instance pane has been populated with Nodes it is possible to expand or reduce the model as required.

1.1 By holding the cursor down over a 'Node' a wheel of further options will become available.

1.2 Before you can view linked instances you need to instruct Knowledge to obtain all the associated instances.

1.3 To action just drag the curser onto the 'Get All Nodes' option.

1.4 Now you will be able to expand the Instance by dragging the curser onto the 'Expand' option.

Node Options	Description
Expand/Collapse	Will expand the Model to show all the topics that are linked to the node.
Pin/unpin	To work with a specific Node in the Instance pane. The Node will be outlined with two red lines. You can also unpin **all** Instances by clicking on the Unpin tab in the Command pane.
Link	Will give a URL link to a Node in Knowledge which can be emailed to other users.
Highlight	Will grey out all other nodes
Draft	Will enable you to download and attachment if one is available and you can merge one or more documents using the draft feature.
Get All Nodes	Will request this information from the database and enable it to be viewed when the model is expanded.
Select	Are greyed out (only available to Editor Users)
Deselect	Are greyed out (only available to Editor Users)

2. By clicking on individual Nodes, additional information will appear in the Command pane (scroll to the bottom of the pane if necessary).

3. By scrolling in the Instance pane or using the '+' and '-' buttons the size of the Nodes can be enlarged or decreased.