

Create a knowledge base

Explain purpose, naming, description and instructions, ownership, and the difference from a folder of files.

A Knowledge Base is a curated set of documents and instructions that Vibework indexes for retrieval. It helps approved assistants and agents find relevant company context without placing every document into every conversation.

Before you create one

- Choose a focused purpose and audience, such as field safety policy or customer onboarding procedures.
- Identify the authoritative documents and remove obsolete, duplicate, or conflicting versions.
- Confirm who may use the material and whether it contains sensitive or regulated information.
- Decide who will maintain the sources when the underlying policy or process changes.

Create and populate the Knowledge Base

1. Open Knowledge Bases and choose the option to create a Knowledge Base.
2. Enter a precise name and description so users know what the collection covers and what it does not cover.
3. Add instructions that explain source priority, terminology, or limits an assistant should respect when retrieving the content.
4. Set the intended access before adding documents.
5. Upload or select the authoritative source documents, then wait for each document to finish processing.
6. Test the Knowledge Base with several questions whose answers you already know, including one question that should not be answerable from the collection.

Use it in Chat, projects, and agents

Selecting a Knowledge Base makes its indexed content available as a retrieval source; it does not guarantee that every passage will be used. Ask focused questions, request citations when supported, and verify the cited source when accuracy matters. Agents can use only the knowledge explicitly approved for them and the current user.

Keep it trustworthy

Replace obsolete sources, remove material that should no longer be retrieved, and retest after meaningful changes. If an answer is missing, check document processing status, access, source wording, and whether the selected agent or conversation is actually configured to use that Knowledge Base.