

Wiki vs. Knowledge Base

Which is better for my situation?



Wiki

- ✓ **Great for collaboration.** Wikis offer flexible workspaces that allow teams to flesh out ideas without needing them to be perfect.
- ✓ **Many writers to many writers.** As Wikis are built for collaboration you're not really writing for many people to consume. This is great for content like planning your next team retreat.

- ✗ **Potentially unreliable information.** Most people will have edit access so this makes the information a little less reliable.
- ✗ **Unorganized information.** It's unfair to say all Wikis are unorganized but it's fair to say they are less organized than Knowledge Bases. Without an owner of the information it can quickly become a sea of untitled documents.

Knowledge Base

- ✓ **Authoritative content.** As product experts will create the content in a Knowledge Base the content is more reliable and people can complete their tasks quicker.
- ✓ **Well organized.** It's rare to find a Knowledge Base that has unfinished articles lying around. With a person in charge and keeping an eye on articles it can run like a well-oiled machine.

- ✗ **The information must be set in stone.** There's no point in publishing information in your Knowledge Base if it's not ready. Unlike a Wiki it's not the place to collaborate while the feature is being built.
- ✗ **Expert writers.** You can't get a person who has no idea how your product or service works to write an article about well...how it works. You need to get the product expert involved to come in and write. That can be tricky.