

MARKETPLACE APP · HR-OPERATIONS

Wikis

Create, edit, and organize collaborative knowledge documentation with WYSIWYG editing, templates, and revision history.

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MODEL	TIER	CAPABILITIES	INTELLIGENCE
Licensed · opt-in	Suite	41+	AI-powered

OVERVIEW

A structured, collaborative knowledge space where users can create, edit, search, and maintain living documentation. Features include WYSIWYG editing via Quill, admin-manageable templates, full revision history with diff comparison and rollback, threaded comments with @mentions, sub-wiki hierarchy, edit locking, and PDF export.

WHY TEAMS CHOOSE IT

- Author rich wiki pages in a Quill WYSIWYG editor with inline images and a cover image.
- Organize knowledge into unlimited-depth sub-wiki hierarchies with a two-pane page tree.
- Track every edit with automatic versioning, side-by-side diffs, and one-click rollback.
- Collaborate with threaded comments, @mentions, and emoji reactions on any page.
- Control access per page with edit/comment permissions, automatic edit locking, and PDF export.
- Find answers fast with full-text and semantic search plus a built-in Wikis AI assistant.

CAPABILITIES

Wiki Authoring

- ✓ WYSIWYG rich-text editor (Quill)
- ✓ Inline image uploads within a page
- ✓ Cover image per wiki
- ✓ Draft / published / archived lifecycle
- ✓ Admin-managed templates with categories
- ✓ Duplicate an existing wiki
- ✓ Soft-delete to Trash with restore

Structure & Navigation

- ✓ Parent-child sub-wiki hierarchy (unlimited depth)
- ✓ Inline sub-wiki creation from any page
- ✓ Two-pane page-tree navigation
- ✓ Tag classification with autocomplete
- ✓ Pin wikis for personal quick access
- ✓ Sort by recent, popular, title, or created date

Versioning & History

- ✓ Automatic version snapshot on every save
- ✓ Side-by-side diff of any two versions
- ✓ One-click restore to any previous version
- ✓ Change-type labels (created, updated, published, restored)
- ✓ Per-version author and timestamp attribution

Collaboration & Engagement

- ✓ Threaded comments with replies
- ✓ @mention teammates in comments
- ✓ Emoji reactions on pages (👍 ❤️ 🎉 🙄 💡)
- ✓ Page view-count tracking
- ✓ Per-page reader activity log (owner / admin)

Permissions & Access Control

- ✓ Per-wiki edit permission (creator / admin / any user)
- ✓ Per-wiki comment permission (any / creator+admin / nobody)
- ✓ Automatic edit locking to prevent simultaneous edits
- ✓ Admin can break a stuck edit lock
- ✓ Per-wiki allow/block copy and PDF export
- ✓ Transfer wiki ownership (admin)

Search & AI

- ✓ Full-text search across title, description, and body
- ✓ Semantic (embedding-based) content search
- ✓ Global search integration (admin-configurable)
- ✓ Wikis AI Agent — search, browse, and query in chat
- ✓ AI Agent admin write tools (create, publish, archive, delete)
- ✓ Admin toggle to enable/disable the AI Agent

Delivery, Export & Notifications

- ✓ In-app + email notification on new comment (owner)
- ✓ In-app + email notification on @mention
- ✓ Targeted in-app + email notification on publish
- ✓ PDF export of any page (admin-configurable)
- ✓ Homepage widget (recent, pinned, popular)
- ✓ Mobile web (browse, read, search, comment, pin)

Limits & Specs

Wiki title max length	255 characters
Comment max length	2,000 characters
Default edit lock duration	30 minutes (admin-configurable)
Pagination (wiki list)	50 per page
Version history pagination	50 per page

USE CASES

• Team runbook

A team maintains a wiki of operational procedures and troubleshooting guides, using sub-wikis for each system and version history to track updates.

• Process documentation

HR documents company processes in wikis with rich formatting, then pins the most-referenced pages for easy access across the organization.

• Onboarding knowledge base

New hires browse a structured sub-wiki hierarchy covering company culture, tools, and role-specific procedures, leaving comments when they have questions.

- **Policy draft collaboration**

Multiple stakeholders collaborate on a policy wiki draft using threaded comments and @mentions, with automatic edit locking preventing simultaneous edits.

- **Audit trail review**

A compliance officer compares wiki versions side-by-side to verify what changed, when, and by whom, then exports the current version to PDF.

PRICING & LICENSING

Pricing	License required (per-tenant opt-in)
License	Required (opt-in per business)
Tier	Suite
Pricing is tailored to your organization — talk to sales for pricing & a live demo . Final commercial terms per your agreement.	

FAQ

What editor and structure do wikis use — WYSIWYG, sub-wikis, versioning?

Pages are authored in a Quill WYSIWYG rich-text editor with inline image uploads and a per-wiki cover image — no markup required. Content is organized into parent-child sub-wiki hierarchies of unlimited depth, navigated through a two-pane page tree, and classified with tags. Each wiki moves through a draft / published / archived lifecycle, every save is versioned automatically, and admin-managed templates can pre-fill structure and content for new pages.

How does version history work?

Every save creates a numbered version. You can open any previous version, compare two versions side-by-side with highlighted additions and removals, and see who made each change and when. One click restores any earlier version, which itself is recorded as a new 'restored' version so nothing is lost.

Can I control who edits a wiki, and what stops two people overwriting each other?

Each wiki has its own edit permission — restrict editing to the creator, to admins and the creator, or open it to any user. When someone starts editing, the page is automatically locked so a second editor can't clobber their changes; the lock releases on save or after the configurable timeout (30 minutes by default), and an admin can break a stuck lock. Comment permissions are set separately per wiki (any user, creator+admin, or nobody).

Can I use templates?

Yes. Admins create wiki templates — with categories, an icon, and predefined body content — from the Templates tab. When authoring a new wiki, any user can pick a template to pre-populate the page's structure and content.

Are there any limits I should know about?

Wiki titles can be up to 255 characters and comments up to 2,000 characters. The edit lock defaults to 30 minutes and is admin-configurable. Wiki lists and version history both paginate at 50 items per page. Sub-wiki nesting depth is unlimited.

Is PDF export available?

Yes, when enabled by your administrator. PDF export is controlled by an app-wide setting plus a per-wiki flag, so admins can allow or block exporting on individual pages. When permitted, you can download any wiki page as a PDF for offline reference or external distribution.

What can the Wikis AI Agent do?

The Wikis AI Agent lets users search, browse, and query wiki content conversationally in Ask AI — it can find pages by keyword or topic, read full content, summarize, show version history and comments, and report stats. For admins it also creates draft wikis and publishes, archives, or deletes pages on request. It uses semantic search so it finds relevant pages even when wording differs, and an admin enables or disables it per business (off by default).

How is Wikis licensed and priced?

Wikis requires a license and is opt-in per tenant — an administrator enables it for your business from the Apps Marketplace. It is disabled by default until then. Contact your MangoApps administrator about turning it on for your organization.

What's the difference between Wikis and Sites, SOP Hub, or Libraries?

Wikis is for collaborative, continuously-edited knowledge pages — anyone with permission edits them, and every change is versioned with comments and @mentions. Sites is for publishing branded intranet/landing pages assembled from content sections, not open co-editing. SOP Hub is for controlled standard operating procedures where structure and sign-off matter. Libraries is a curated hub of links, documents, and resources you collect and organize rather than author. Reach for Wikis when the content is living documentation your team writes and revises together.