Deskpro

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Article Ordering Under Review

- Tommy Jackson
- اسم المنتدى: #Feature Request

Articles can only be ordered by date created or number of views. When unable to find something via a search, it would be nice to order by a few other fields such as subject and/or created by to name a couple.

تعليقات (١٠)

PJ **Peter Jackson**

منذ 11 سنة

I don't know if it falls under this suggestion or not but we really need to be able to manually sort the lists of articles in the knowledgebase.

MZ **Mario Zorica**

منذ 11 سنة

We have the same requirement, just as Peter mentioned, we would like to have certain article(s) always on top.

CM **Chris McWilliams**

منذ 9 سنوات

It would be nice to have the option to sort articles alphabetically.

OB **Olly Barrett**

منذ 9 سنوات

We would really appreciate the ability to set a custom order on FAQs.

T **Tram**

منذ 9 سنوات

We would love the ability to custom order the article

JS **Jeroen van der Steen**

منذ 9 سنوات

Good suggestion! The ability to choose a custom display order for the articles within a category would be very valuable to order articles on their expected relevance (and to "bury" more obscure articles). Alternatively, an alphabetical ordering would work (article titles could be prefixed with a number to fake custom sorting).

KP **Kellie Patzer**

منذ 6 سنوات

This feature is critical to create easy-to-follow process flow for our customer. Random articles with no structure does NOT help us create the SELF HELP/SELF SERVE environment we are seeking. This feature should be MOVED CLOSER TO TOP of your dev list. Thanks!

GV **Guilhem Vergon**

منذ 3 سنوات

We are currently experimenting this problem as a major lack in the knowledge base edition interface. Could you please implement the ability to sort articles ? (eg : by name, number or last edition). Please consider our request as it has already been submitted by other customers, though it still hasn't been considered.

GV **Guilhem Vergon**

منذ 3 سنوات

We are currently experimenting this problem as a major lack in the knowledge base edition. We realized that it is not possible to sort articles (eg : by name, number or last edition). Considering the number of requests within the last seven years, we are convinced that it would be a major improvement.

KO **Kyle Oliveira**

منذ 5 سنوات

Allow users to sort articles within a category by title, date created, etc.