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)

Peter Jackson

منذ 10 سنوات

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.

Mario Zorica

منذ 9 سنوات

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

Chris McWilliams

منذ 7 سنوات

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

Olly Barrett

منذ 7 سنوات

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

Tram

منذ 7 سنوات

We would love the ability to custom order the article

Jeroen van der Steen

منذ 7 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).

Kellie Patzer

منذ 4 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

Guilhem

منذ سنتين

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.

Guilhem

منذ سنتين

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.

Kyle Oliveira

منذ 3 سنوات

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