

How can I make knowledgebase articles visible to specific ?users only

Agent - (.) تعليقات - Simon Paulger - 2023-09-13

You can restrict Knowledgebase Articles so that only certain users can see them. The easiest way to achieve this is with **usergroups** and Knowledgebase **categories** and then .setting up a category so that it's visible only to particular usergroups

.In the agent interface, go to **Help Center > Knowledgebase** and click on a KB category



.On the right-hand side, click on the edit button for the category



In the dialog that loads, you can select which usergroups can see this category in .the **Usergroups** heading



Note

.You can have a category that's visible to everyone which contains a restricted subcategory

.To change the usergroups in your helpdesk, go to **Admin > CRM > Usergroups**

.To add users to usergroups, use the **CRM** section of the **Agent** interface