

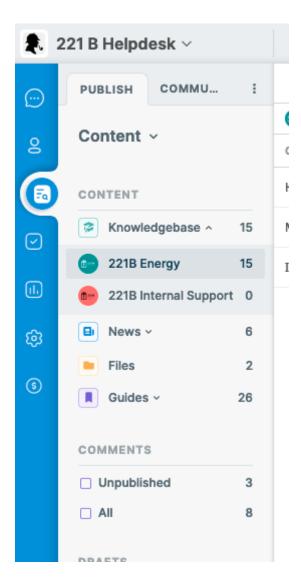
<u> Pusing Deskpro > Agent > How can I make knowledgebase articles visible to specific users only < قاعدة المعلومات</u>

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

Agent - (٠) 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.

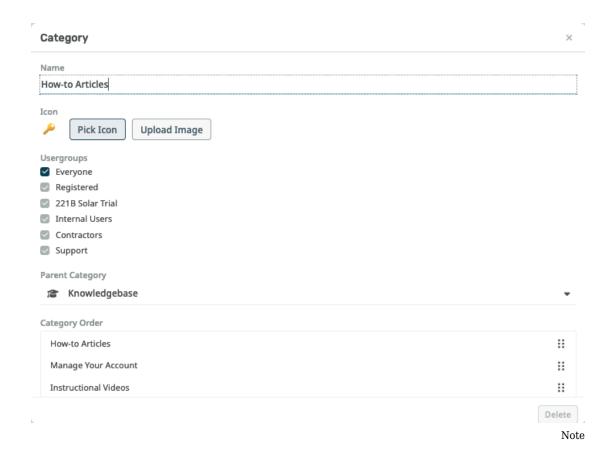
.In the agent interface, go to Help Center > Knowledgebase and click on a KB category



.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



. You can have a category that's visible to everyone which contains a restricted subcategory ${\bf r}$

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

. To add users to usergroups, use the \mathbf{CRM} section of the \mathbf{Agent} interface