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Custom Fields for Knowledgebase Article

2019-01-21 - Emily Booth - Коментари (0) - Product

As part of our Deskpro 2019.2 release, we are pleased to announce our latest update to the knowledgebase feature. You can now add custom fields to knowledgebase articles which allows you to add more helpful information onto your articles to assist readers.

To add these custom fields go to Admin > User Interface > Knowledgebase > Custom Fields. You can create new custom fields by pressing the '+Add' button and select the appropriate <u>field type</u>:

9 .	Q Search	/ ⓓ / ⊕ / ➡		
	Admin Dashboard			
	Setup ~	Knowledgebase Settings	Single-line Text Box A text box is a single-line input box that the user types text into.	
	🚨 Agents 🗸 🗸	 Knowledgebase labels 		
	📾 Tickets 🗸		Multi-line Toxt Box A textures box is a multi-line input box that the user types text into.	
24	🖾 Emails 🗸 🗸	Knowledgebase Custom Fields		
	w CRM ~			
1	User Interface ^	Date	Predefined Choices This is a set of predefined options presented as a drop-down select menu, radio buttons or checkboxes.	
	*Default *	Date/Time	nins is a set of prevenineu opionis presenieu as a diop-down setect meno, radio duttors of creckboxes.	
A	III Setup		Toggle (On/Off)	
	E Knowledgebase	Status	This field displays as a single checkbox.	
\bigotimes	() News	Category	Date This date field tets you select a date using a calendar widget.	
	.≛. Downloads			
	🗤 Feedback	+ Add		
۲	合 Portal		Dev Time This dule field lets you select a date and time using a calendar wridget.	
	ng. Site Widget & Chat			
	Ticket Form Widget			
	R2 Chat ~		 Display This is a widget field that lets you enter any kind of HTML for display purposes. It does not take any input. 	
۲	& Apps ~		тна и и индерство и настехе уса слов илу или от тток от индеру разрова, с сака постала илу троп.	
	⊘ Tasks ~		Hidden	
	Server -		This is a hidden field in the new-licket form with no visible UI for a user to interact with. The value can come from a cookie or a query string parameter, or you can use custom Javascript in your templates to set the field dynamically. The field is still editable in the agent interface via a text box.	
	> Dev ~		Javascipi in your tempares to set the relid dynamicany. The netro is sur equation in the agent intenade via a text box.	
			Ufl This is a uri field lets you enter any url links.	
			 Currency This is a currency field lets you enter any money values. 	
			© File This is a file field lets you attach any files.	
			Configure Field	

After your custom fields are ready, these can be added to new and existing knowledgebase articles, by updating the 'Fields' section on your article within the Publishing interface.

The Custom fields that you have entered a value for will now be seen in the article when viewing it from the portal:

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Portal > Knowledgebase > General > Example Article

Example Article

N John Doe 2019-01-21 Q 0 Comments in General This is an example knowledgebase article. Subscribe 🔊 Share 🎓 Download PDF 🖻

Category Basic Status Approval Met