Deskpro

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Allow embedding of videos Finished

- Ruth Cheesley
- **Navn på forum:** #Feature Request

We use screencasts extensively for documentation purposes and to allow customers to share a walkthrough of the problems they are experiencing.

TinyMCE should allow you to embed videos within the editor interface - https://www.tinymce.com/docs/plugins/media/ - which would be super handy to implement within the DeskPro editor. For example if the YouTube video URL was embedded between specified tags e.g. {youtube}{/youtube}, and then the rendering was taken care of server-side?

At the moment we try to embed by viewing source, but it's flakey to say the least as to whether the video will be rendered.

Kommentar (1)

Lara Proud

10 måneder siden

Thanks for the suggestion, Ruth. Videos can be embedded in Knowledgebase Articles, News Posts, Files, and Community Topics in the default. You can embed a video by clicking the Video icon on the toolbar and pasting a link to the YouTube video. With Knowledgebase Articles, you can also use the TinyMCE editor to embed videos, go to 'Insert' > 'Media', paste the link for the video in the embed box, and hit Save.