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

Ben Henley - 2023-09-13 - Kommentarer (2) - Deskpro Legacy

Question:

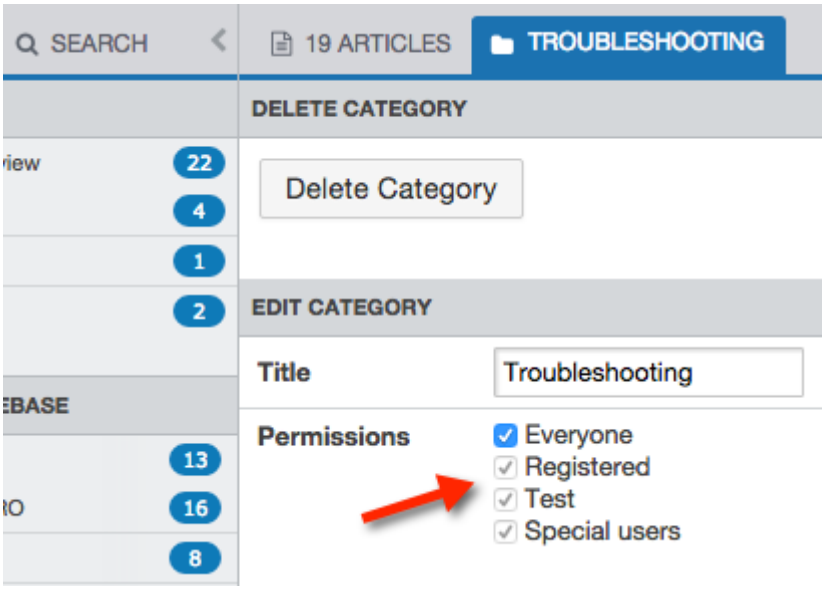
Can I have articles that are restricted so that only certain users can see them?

Answer:

Yes, this is easy to achieve with **usergroups** and Knowledgebase **categories**. You can set a category so that it's visible only to particular usergroups.

In the agent interface, go to **Publish** and click on a KB category.

Click on its name in the list pane to edit the category settings. You can select which usergroups can see this category in the **Permissions** section.



Note that 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.

Kommentarer (2)

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Jason Voice

9 år siden

Are you planning to do the same with Agents? I have over 80 agents in my system and I have a category of unpublished FAQ's for a particular team (as I don't want any chance of them going on-line), but I want to restrict those FAQ's to only be seen by that team and no other agents. Is this possible?

Ben Henley

9 år siden

Jason, currently there isn't any way to limit article access to a particular team of agents. You can have articles that are only visible to agents, as opposed to users - https://support.deskpro.com/kb/articles/261-can-i-have-internal-knowledgebase-articles-for-my-agents-only - but not visible only to a certain team. You could submit that as a Feedback suggestion and we will take it into account for future development.