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Custom Fields for Knowledgebase Article

2019-01-21 - Emily Booth - Σχόλια (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>:

Ŋ,	Q Search	/ ④ / ⊕ / ➡			
	Admin Dashboard	Knowledgebase Settings V			
	Setup -		Single-line Text Box A text box is a single-line input box that the user types text into.		
	Agents -	Knowledgebase labels V			
	Tickets ·		Multi-line Text Box		
26	Emails -	Knowledgebase Custom Fields Date Date/Time	A textarea box is a multi-line input box that the user types text into.		
	솔 CRM ···································		Predefined Choices		
1	User Interface		Predetined Choices This is a set of predefined options presented as a drop-down select menu, radio buttons or checkboxes.		
x P	*Default v				
A	III Setup	Status	Toggle (On/Off)		
\bigotimes	E Knowledgebase	Julius	This field displays as a single checkbox.		
	() News	Category	Date		
.1	L Downloads	+ Add	This date field lets you select a date using a calendar widget.		
	str Feedback				
۲	合 Portal 由 Site Widget & Chat		Date/Time This date field lets you select a date and time using a calendar widget.		
	Ticket Form Widget		This date field lets you select a date and time using a calendar woget.		
\$	R Chat .		O Display		
\odot	& Apps ·		This is a widget field that lets you enter any kind of HTML for display purposes. It does not take any input.		
	⊘ Tasks -		Hidden 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 stiring parameter, or you can use custom		
	E Server v				
	<> Dev		Javascript in your templates to set the field dynamically. The field is still editable in the agent interface via a text box.		
			UH This is a ut field lets you enter any ut links.		
			Currency This is a currency field lets you enter any maney values.		
			(i) 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:

E Knowledgebase								
A Portal > Knowledgebase > General > Example Article								
Example Article John Doe 2019-01-21 Q 0 Comments in General		Subscribe 🔊	Share 🏓	Download PDF				
This is an example knowledgebase article.	Category Basic Status Approval Met							