

Article Ordering Under Review

- Tommy Jackson
- **Forum name:** #Feature Request

Articles can only be ordered by date created or number of views. When unable to find something via a search, it would be nice to order by a few other fields such as subject and/or created by to name a couple.

Comments (10)

Peter Jackson

10 years ago

I don't know if it falls under this suggestion or not but we really need to be able to manually sort the lists of articles in the knowledgebase.

Mario Zorica

9 years ago

We have the same requirement, just as Peter mentioned, we would like to have certain article(s) always on top.

Chris McWilliams

7 years ago

It would be nice to have the option to sort articles alphabetically.

Olly Barrett

7 years ago

We would really appreciate the ability to set a custom order on FAQs.

Tram

7 years ago

We would love the ability to custom order the article

Jeroen van der Steen

7 years ago

Good suggestion! The ability to choose a custom display order for the articles within a category would be very valuable to order articles on their expected relevance (and to "bury" more obscure articles). Alternatively, an alphabetical ordering would work (article titles could be prefixed with a number to fake custom sorting).

Kellie Patzer

4 years ago

This feature is critical to create easy-to-follow process flow for our customer. Random articles

with no structure does NOT help us create the SELF HELP/SELF SERVE environment we are seeking. This feature should be MOVED CLOSER TO TOP of your dev list. Thanks!

Guilhem

2 years ago

We are currently experimenting this problem as a major lack in the knowledge base edition interface. Could you please implement the ability to sort articles ? (eg : by name, number or last edition). Please consider our request as it has already been submitted by other customers, though it still hasn't been considered.

Guilhem

2 years ago

We are currently experimenting this problem as a major lack in the knowledge base edition. We realized that it is not possible to sort articles (eg : by name, number or last edition). Considering the number of requests within the last seven years, we are convinced that it would be a major improvement.

Kyle Oliveira

3 years ago

Allow users to sort articles within a category by title, date created, etc.