

Internal Knowledge Base article Finished

- Martin Dauwa
- **Forum name:** #Feature Request

Search hidden knowledgebase-Article or set status to an internal article that not published in the customer view

 also see (and search) the article in agent-view

Comments (11)

Tommy Jackson

11 years ago

Please add this!

Tommy Jackson

11 years ago

Much needed!!!

H **Hann**

10 years ago

definitely!

Schat.net

10 years ago

this would be cool Like what was in version 3

Ben Goldberg

10 years ago

This would be great. Sometimes international articles support and technical tips are appropriate for staff, but not the clients.

Brian Polackoff

10 years ago

+ 1 for this. Thanks!

James Warner

10 years ago

You can already do this in the way you want I think - by assigning your agents to a usergroup - then just set the permissions on a new category for that usergroup only!

Jason Voice

10 years ago

We do this by simply adding unpublished FAQ's to a category with no permissions, and agents view them through the publish section of the agent interface. Jame's way above will

give you the full user front end view too.

Ben Henley

9 years ago

As James said, you can set this up by creating an agents-only usergroup - I've written a detailed how-to article:
https://support.deskpro.com/kb/articles/261-can-i-have-internal-knowledgebase-articles-for-my-agents-only

Tommy Jackson

9 years ago

User group works, but we would really like to be able to have both agent and user KBs in same category, so if the issue was printers, agents could see all in one place.

Ben Henley

9 years ago

Tommy, what you could do is use a subcategory for the agent-only articles, then restrict access to the subcategory. When your agents browse the category they would see something like this:
https://support.deskpro.com/file.php/153386ADATGXBWYZDQSGM0/kb-agentonly-subcat.png