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

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You can restrict Knowledgebase Articles so that only certain users can see them. The easiest way to achieve this is with **usergroups** and Knowledgebase **categories** and then setting up a category so that it's visible only to particular usergroups.

In the agent interface, go to **Help Center > Knowledgebase** and click on a KB category.
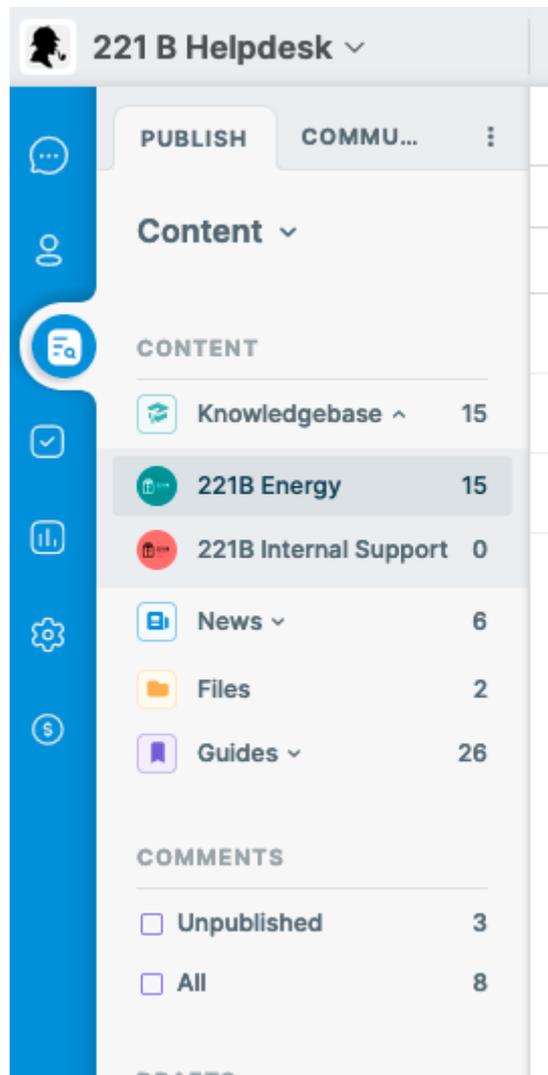
On the right-hand side, click on the edit button for the category.

In the dialog that loads, you can select which usergroups can see this category in the **Usergroups** heading.

Note

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.