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Agent Separation for Knowledgebase Sections Collecting Feedback

Tracy Duren •

Forum name: #Feature Request •

There is currently a way to segregate users to sections of the knowledgebase but there is no way to separate Agents to only be able to add KB articles to specific sections. I need to be able to set permissions for Agents to only be able to create KB articles in specific KB categories

(Comments (۲

Jeroen van der Steen

7 سال پیش

.I agree that this would be nice

Ruth Cheesley

7 سال پیش

As a follow up and maybe related, whenever we add a new ACL we have to manually add to every agent. It might be good to have 'agent access levels' which allow you to set in one place 'super user' level or 'restricted level' which allow the agent certain levels of access