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Custom Fields for Knowledgebase Article

Emily Booth - Comment (1) - Product - 2019-01-21

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		
	Setup ~		A finite-line in EAX BOX A fixed tools is any le-line input box that the user types fixed into. A fixed read tools is a multi-line input box that the user types fixed into.	
, 🗖	🚊 Agents 🗠	Knowledgebase labels		
	Tickets -			
28	🖾 Emails 🔹	Knowledgebase Custom Fields		
	봅 CRM ···································			
1	User Interface +	Date	 Predefined Choices This is a set of predefined options presented as a drop-down select menu, radio buttons or checkboxes. 	
	*Default *	Date/Time	The is it as or processing optimity providence as it inspection realizer memory reading of the DEADURES.	
A	E Knowledgebase		Toggle (On/Off)	
()		Status	This field displays as a single checkbox.	
	③ News	Category	Date This date field lets you select a date using a calendar widget.	
	🛓 Downloads			
	🖞 Feedback	+ Add		
۲	A Portal		Data/Time This date field lets you veloct a date and time using a calendar widget.	
	♣- Site Widget & Chat			
	Ticket Form Widget			
	R2 Chat		 Display This is a widget field that lets you enter any kind of HTML for display purposes. It does not take any input. 	
٢	& Apps ~		The is a muget new maries you enter any who of FFINE or supposes in some any input.	
	⊘ Tasks ~		Hidden	
	Server -		This is a hidden field in the new-ticket form with no visible UI for a user to interact with. The value can come from a cookie or a query string parameter, or you can use custom Javascript in your templates to set the field dynamically. The field is still editable in the agent interface via a text box.	
			Javaschpt in your templates to set the neid dynamically. The lield is still editable in the agent interface via a text box.	
			Url This is a url field lets you enter any url links.	
			© Currency This is a currency field lets you enter any money values.	
			© 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

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Portal > Knowledgebase > General > Example Article

Example Article

N John Doe 2019-01-21 Q 0 Comments in General This is an example knowledgebase article. Subscribe 🔊 Share 🎓 Download PDF 🖻

Category Basic Status Approval Met