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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

10 years ago

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

Chris McWilliams

8 years ago

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

Olly Barrett

8 years ago

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

Tram

8 years ago

We would love the ability to custom order the article

Jeroen van der Steen

8 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

5 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 Vergon

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 Vergon

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

4 years ago

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