

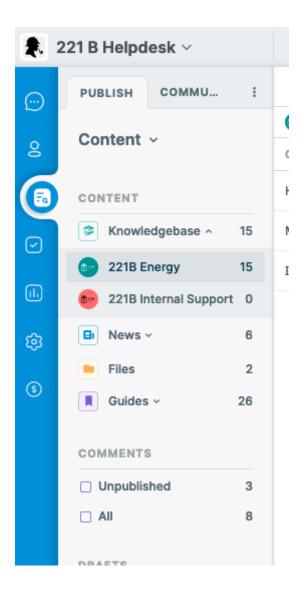
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How can I make knowledgebase articles visible to specific users only?

Simon Paulger - 2023-09-13 - (0) megjegyzés - Agent

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.

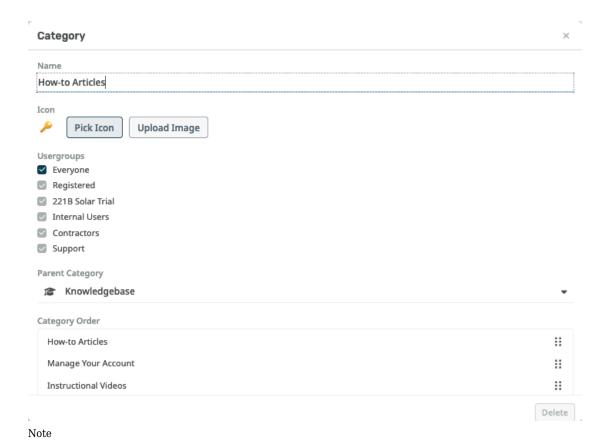
In the agent interface, go to ${\bf Help\ Center}$ > ${\bf Knowledgebase}$ and click on a KB category.



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 ${\bf Usergroups}$ heading.



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 \boldsymbol{CRM} section of the \boldsymbol{Agent} interface.