How do I set up an internal knowledgebase for agents only?

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Question:

I want to have Knowledgebase articles about internal procedures for agents. I don't want them to be visible to users. Is there any way to implement this in Deskpro?

Answer:

Agents can always browse KB articles in the agent interface, so you could just keep the articles as Unpublished.

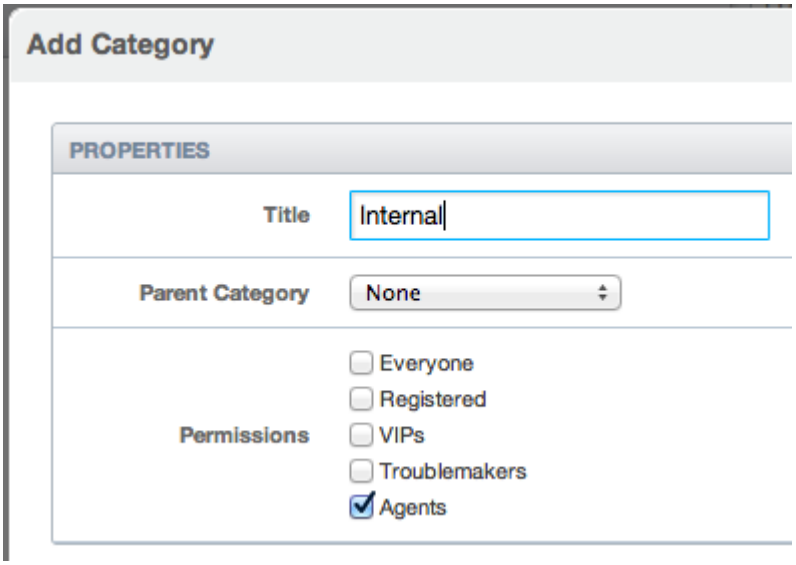
You may want agents to be able to browse and search published articles on the portal, without users being able to see them.

You can do this by using the fact that you can add agents to **usergroups** (in addition to agent permission groups), and usergroups can be used to control access to article categories on the portal.

1. In **Admin > CRM > User Groups**, create an **'Agents'** usergroup.

2. In the agent interface **CRM** app, go to the **Agents** filter. Go through your agents' user records and add them to the **'Agents'** usergroup.

3. In the agent interface **Publish** app, add a new Knowledgebase category called 'Internal'. Set the permissions so that only members of the Agents usergroup can view it.



4. Create the articles for your agents in that category.

You can now publish the articles to the portal, but only agents will be able to see them.

If you want agents to be able to browse external and internal articles on the same topic, you can put the external articles in a category, and make a subcategory for internal articles which you restrict to agents using the usergroup method above: