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Custom Fields for Knowledgebase Article

2019-01-21 - Emily Booth - Commenti (0) - Product

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>:

ų.	Q Search	/ ④ / ⊕ / +			
	Admin Dashboard	Knowledgebase Settings			
	Setup	Knowledgebase Settings	Ingle-line Text Box A text box is a single-line input box that the user types text into.		
	Agents ·	Knowledgebase labels	A text toxt is a single-nine input tox tractice user (year text into		
	Tickets ·		Multi-line Text Box		
26	Emails .	Knowledgebase Custom Fields Date Date	A textarea box is a multi-line input box that the user types text into.		
	د CRM ·		Predefined Choices This is a set of predefined options preserved as a drop-down select menu, radio buttons or checkboxes.		
1	User Interface				
A	*Default v				
A	III Setup	Status	Toggle (On/Off)		
$\boldsymbol{\bigotimes}$	Knowledgebase		This field displays as a single checkbox.		
0	() News	Category + Add	Date		
.1	L Downloads		This date field lets you select a date using a calendar widget.		
_	⊯ Feedback 谷 Portal				
۲	₩ Portal		Date/Time This date field lets you select a date and time using a calendar widget.		
\$	Ticket Form Widget		rms date neid nets you select a date and ume using a calendar widget.		
9	P₂ Chat		Display		
\odot	& Apps ·		This is a widget field that lets you enter any kind of HTML for display purposes. It does not take any input.		
	⊘ Tasks		Hidden 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 stifting parameter, or you can use custom		
	E Server				
	<>> Dev		Javascript in your templates to set the field dynamically. The field is still editable in the agent interface via a text box.		
			© U/I This is a urifield 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:

E Knowledgebase								
A Portal > Knowledgebase > General > Example Article								
Example Article John Doe 2019-01-21 Q 0 Comments in General		Subscribe 🔊	Share 🏓	Download PDF				
This is an example knowledgebase article.	Category Basic Status Approval Met							