Tagging kb articles to sepcific items Archived

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- **Ime foruma:** #Feature Request

Consider a knowledge base supplying FAQ's for different products. A customer with one of these products comes to the site and has to trawl articles for all products, when what they should do is come to the site, select the product they have and only be presented with the articles relating to that product.

 My knowledge base contains FAQ's that cover a large number of different products (about 60 different products). What KB systems like Deskpro don't allow you to do is assign certain articles to certain items only. For instance a user has 10 articles, but 3 of which are only applicable to 1 or 2 individual items. The only way is key-wording and that doesn't work very well as the customer has to type the keyword.

 The best way is to allow kb articles to be 'tagged' to certain items, so for instance when I write a FAQ I can tag it to individual product items. When a customer comes to the site and chooses selects one item, they will see the tagged articles only for that product item only.

 I really need this for my site.