



Setting up priority support content

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How can I set up content for "priority" or "premium" users only? Can I limit ticket categories or email addresses to these priority users?

To achieve this, we will be using usergroups and permissions. To learn more about how usergroups and permissions work, refer to the our Admin Guide pages here: [Usergroup permissions](#)

Creating the Usergroup

The first step in setting up priority support content is to create a new Usergroup. All of the users you want to give priority support access to will belong to this Usergroup.

From the admin interface, choose CRM > *Usergroups* > *+New* to make a new Usergroup.

You can enter any name or description for the new Usergroup. For example, you might want to call the Usergroup "Priority Support Users".

From the *Permissions* tab, make sure that "Yes" is selected for every part of the helpdesk these priority support users should have access.

Easy: Global Access/Deny

The easiest way to create premium content is to edit the *Registered* and *Everyone* Usergroups and turn off access to entire parts of the helpdesk. If you deny access to the Knowledgebase for example, then normal users won't be able to view any Knowledgebase articles at all. In this way, you are giving access only to users you specify.

To go this route, you:

- Deny access for the *Registered* and *Everyone* usergroups
- Give access for your new *Priority Support* usergroup

So all normal registered members won't have access, but your special premium members will.

Go to the Usergroup Admin (CRM > *Usergroups*) to edit the *Registered* and *Everyone* usergroups and turn off permissions to the parts you want to become premium content.

Access Permissions

The second way is to simply edit the permissions for each "thing" in Deskpro. Deskpro currently allows you to fine-tune access controls based on usergroups for:

- Knowledgebase Categories
- Guides
- News Categories
- File Categories
- Community Forums
- Ticket Departments

Whenever you edit any of the above-mentioned things, be sure to only select your special *Priority Support* Usergroup when specifying permissions. If the *Premium* Usergroup is the only one selected, then any other user won't have access.

For example, if you wanted to create a Knowledgebase Category only for *Priority Support* Users. You would go to Help Center > Knowledgebase > 'Select the brand' > *+ Add Category*. As part of building the Category you can select the Usergroups able to access it:

New Knowledgebase Category X

Name

Icon

Usergroups

Everyone

Registered

Employees

Priority Support

 Knowledgebase ▼

Adding Premium Users

Every user is just a normal *Registered* user to begin with. To add them to new Usergroups, you need to edit the user from their CRM profile or from their Organization profile. You can see the Usergroups as part of the CRM record below:



Agatha Bardle

13

VIP

+ Add



Summary

Agatha is in charge of operations at Energy.io

Contact Information +

agathabardle@221b.com

+44 7492 271152

Organizations +

Energy.io (11)

CEO

Properties

Show 1 empty fields

Aug 8, 2022 | Never

Timezone

UTC

Language

English

Usergroup

- Registered
- Employees
- Priority Support

Brand

Baker Street Energy