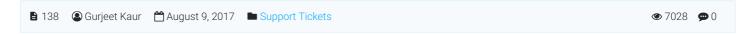
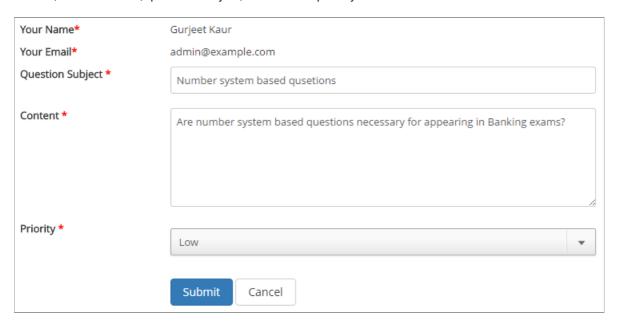
## Submitting support tickets in knowledge base



Users can click "Ask a Question" link on header section of the front end to submit a question or to create a ticket.



A user needs to complete ask a question form in order to contact knowledge base admin users. Users are required to add their name, email address, question subject, content and priority as shown below:



**Your Name:** If you are logged in to the knowledge base, this field will display your name. However, for other users, it displays an input field where a user can enter his name.

**Your Email:** If you are logged in to knowledge base Email field will display your email. However, for other users, it displays an input field where a user can enter his email address. It is required in order to send an email to the user when admin user replies back to a user question.

Question Subject: Enter the subject of the question in this field as shown in the figure above.

**Content:** Enter contents of the question in this field as shown in the figure above. PHPKB knowledge base software provides the instant question suggestions facility to users. When a user types the content, the software checks the words and does a full-text search on the existing knowledge base articles. If some matching articles are, the user will get some recommendations in **Suggested Articles** box above the form as shown in the figure below.

## **Suggested Articles**

We have found some articles that match your question. You may want to review them before submitting your question.

- 1. Can I bring my data from another knowledge base system to PHPKB?
- 2. How to motivate people to contribute to a Knowledge Sharing System?
- 3. Is there a maximum number of articles or categories that I can create?
- 4. How does your license system work?

**Priority:** User should set a priority level (Importance of question) from a drop-down list in this field. These priorities are: low, medium, high and urgent. Priority is set so that admin user can identify a level of importance of the question.

Click "Submit" button to submit the question or you can click "Cancel" button to abandon the submission process.

## **Custom Fields**

**Applicable To:** Standard Edition, Standard (Multi-Language) Edition, Enterprise Edition (MySQL), Enterprise Multi-Language Edition (MySQL), Enterprise Edition (SQL Server), Enterprise Multi-Language Edition (SQL Server)

Online URL: https://www.phpkb.com/kb/article/submitting-support-tickets-in-knowledge-base-138.html