

# Submitting support tickets in knowledge base

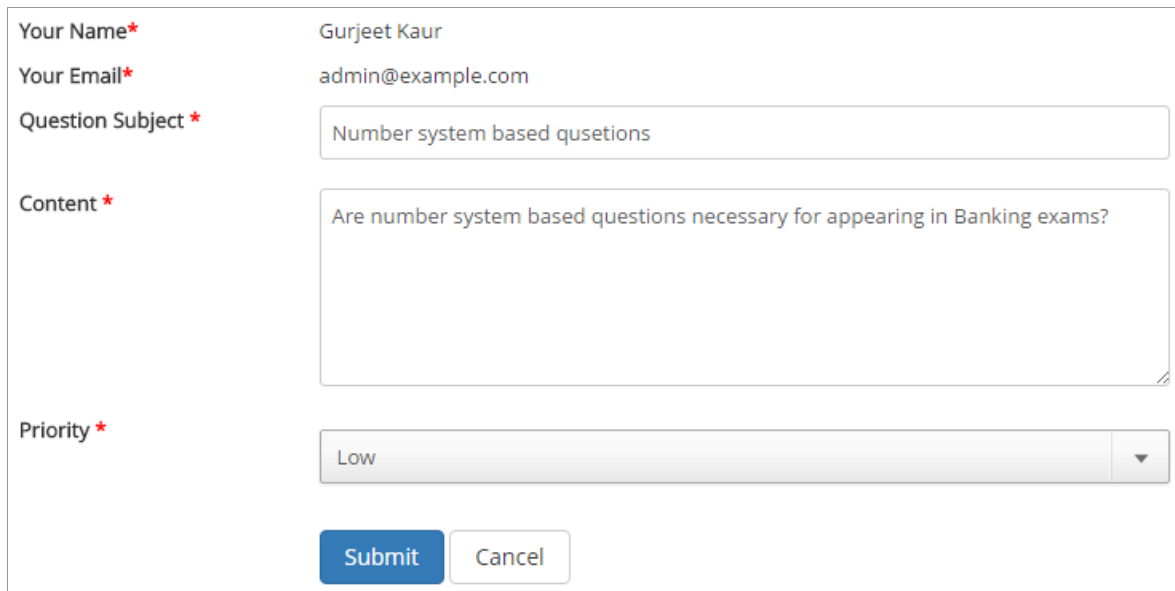
Gurjeet Kaur

5.15K 0

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

KB Home | Advanced Search | News | Glossary | **Ask a Question** | My Favorites | My Profile | Admin Dashboard

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\* Gurjeet Kaur

Your Email\* admin@example.com

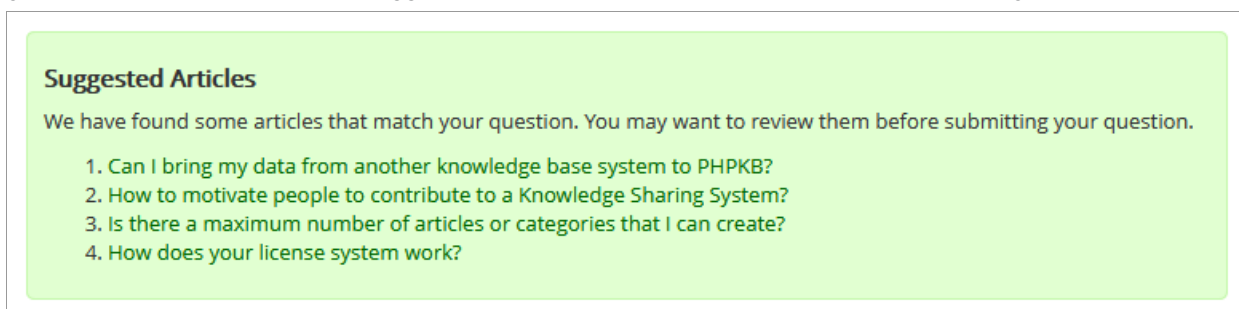
Question Subject\* Number system based questions

Content\* Are number system based questions necessary for appearing in Banking exams?

Priority\* Low

Submit Cancel

- **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.

## 1<sup>2</sup>Forbidden

You don't have permission to access this resource.

Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.

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### 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)

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

## 2<sup>0</sup> Forbidden

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