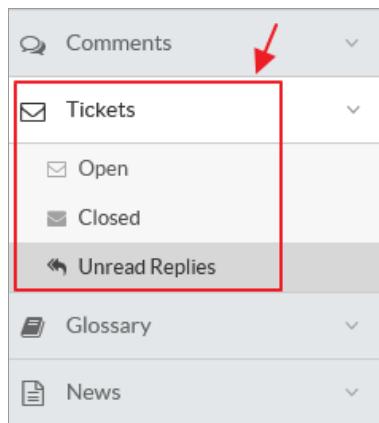


# Publishing a ticket as an article in knowledge base

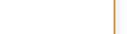
 Rinky Batra

 5.24K  0

Superusers and editors can expand "Tickets" section in the left navigation bar to view or manage tickets in the knowledge base. Click on "Open" link to view and manage open tickets in the knowledge base.



Click "Publish" option from Actions column of **Open Tickets** page in order to publish a ticket as an article in the knowledge base (Refer figure given below).

  					
Show <input type="button" value="10"/> entries <input type="button" value="Select Bulk Action"/> <input type="button" value="Apply"/>					
ID	Subject	From	Priority	Opened on	Actions
490	 LDAP	Farhan Khan	Medium	Jul 27, 2017 at 3:19 PM	 <input type="button" value="Reply Back"/> <input type="button" value="Publish"/> <input type="button" value="Close"/> <input type="button" value="Delete"/>
489	 view existing ldap groups	Mike Kletz	Medium	Jul 17, 2017 at 1:15 PM	 <input type="button" value="Reply Back"/> <input type="button" value="Publish"/> <input type="button" value="Close"/> <input type="button" value="Delete"/>
488	 Session time-out	Matthijs Aarnoudse	Low	Jul 12, 2017 at 8:45 AM	 <input type="button" value="Reply Back"/> <input type="button" value="Publish"/> <input type="button" value="Close"/> <input type="button" value="Delete"/>
487	 Cost of the bulk export module.	Andy Wu	Low	Jun 23, 2017 at 1:45 PM	 <input type="button" value="Reply Back"/> <input type="button" value="Publish"/> <input type="button" value="Close"/> <input type="button" value="Delete"/>
486	 Index.php loading error	Siti Norazhani Ramli	Urgent	Jun 19, 2017 at 9:37 PM	 <input type="button" value="Reply Back"/> <input type="button" value="Publish"/> <input type="button" value="Close"/> <input type="button" value="Delete"/>

After this, the software will redirect you to the **Publish to Knowledgebase** page. You need to fill all the details as mentioned in the figure below.

## 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.

Title \*

Comments

Write your answer

Answer \*

Edit ▾ Insert ▾ View ▾ Format ▾ Table ▾ Tools ▾ Add-ons ▾



Formats ▾ B I U Font Family ▾ Font Sizes ▾

Font Sizes ▾

Font Sizes ▾

How can we post a comment on the article and what is the approval criterion of comment?

When you read the contents in knowledge base, you can post comment in the last of the article. Superusers and Editors can manage users comment. They can approve it or publish it or delete it. Refer Comments article in knowledge base for more details.

- **Title:** Enter the title that will be the subject of email notification sent to the user. By default, the subject of the question submitted by KB user (end user) is displayed in this field.
- **Answer:** Type-in the contents of the answer in this field which you want to send to the user. For convenience, the content of question submitted by the user (inscribed in rectangular box) is displayed in the text area.

Type \*  Public

Private

Categories \*

Choose categories

- **Type:** Select the type of category under which you want to display the article in the knowledge base. For Public and Private category, refer article [Adding a new category](#).
- **Categories:** Select knowledge base category/categories from the drop-down list under which the article is to be published. You can select one or more than one category.

Keywords (Tags)

EN

post comments x how to post comment x add a tag

Summary

In this section, you can learn how to post a comment on an article. When you read an article in knowledge base, comments section is available at the last where you can enter your email address, your name and your comment. Click on Comment Post button to submit your comment.

Publish To Knowledgebase

Cancel

- **Keyword (Tags):** Enter keywords or tags that classify your article and that are relevant for searching through the

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database.

- **Summary:** Type-in the summarized view of your article for meta description attribute.
- Click "**Publish To Knowledgebase**" button to publish the answer as an article in the knowledge base. Otherwise, you can click on "**Cancel**" button to abandon the process.

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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/publishing-a-ticket-as-an-article-in-knowledge-base-166.html>

## 3 Forbidden

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