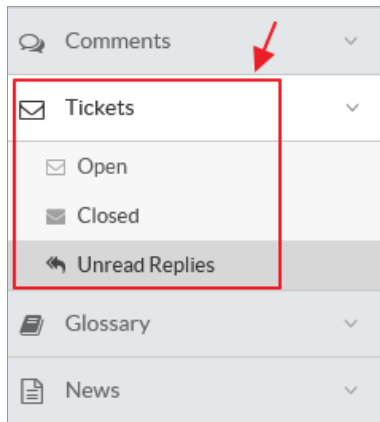


Publishing a ticket as an article in knowledge base

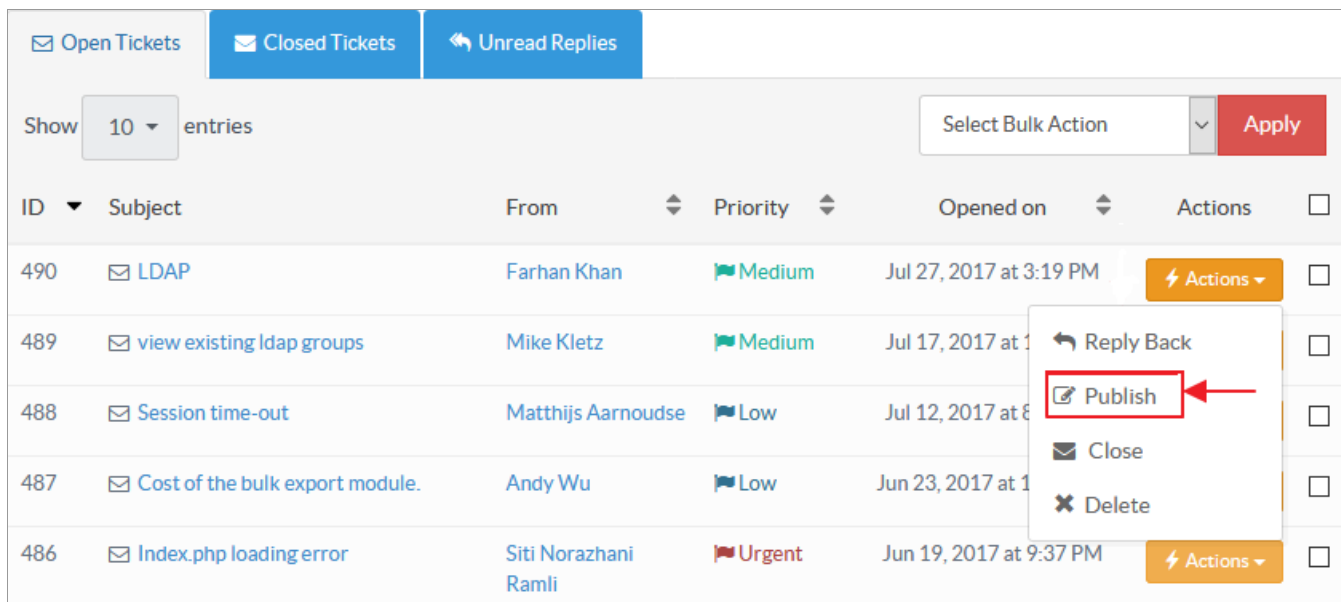
Rinky Batra

5.48K 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).



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.

1³ 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.

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.

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

303 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.