

Ideas

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SLA			

Short summary of idea*

Knowledgebase: Ask a question widget needs to drop you into the right category if only a single category is chosen.

Application/Area

Knowledge Base

Description

The "ask a question" widget needs to drop you into the right category if only a single category is chosen.

I have about 1200 - 1300 users in a company with multiple locations and many departments at the corporate level.

If I click the "Ask a Question" in the lower left of the questions widget, it takes me to the "Ask a Question" page of the knowledge base. The category always defaults to the first one, alphabetically, in the list of available categories.

If a user is taken to this page from the widget it should automatically choose the category that is chosen (if a single one is set) when the widget was set up.

If I set this up on a specifically content themed page, it is confusing for the user to then have to select the category. If they are inattentive, all questions may then go to whichever is the first category.

Total Likes

0