

# 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.

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.

## 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)

