


Types


The self-service area can be split into different sections, called types, and each type is customisable. This allows you, for example, to set up a knowledgebase, a blog, a downloads section or just an external link, depending on what you require. Types can be public (for users in the frontend) or internal (for operators only).

Types can be public (for users in the frontend) or internal (for operators) only. The **Self-Service -> Types** page is split by this divide and a table exists for each section which can be ordered and filtered as needed.

You may wish to change the order that the self-service types are shown in the frontend, it can be done by dragging and dropping rows on the grid to the order you prefer.

By default the table is sorted based on creation time, or the order you've specified (see ). Once the table has loaded you're able to change the sort column by clicking the up/down arrows:

- Down arrow: descending order
- Up arrow: ascending order

This action is only temporary and will disappear once the page has been reloaded. If you wish to permanently change the order of types see .

It's possible to filter types based on their name and view format:


1. Visit **Self-Service -> Types** and click "Filter Results".
2. Search terms:

1. **Name** - It is possible to search for partial names. For example, you could find "Knowledgebase" by searching for "know" or "base".
 2. **Enabled** - If the type is enabled to be shown in the relevant section.
 3. **Content** - If the type content is articles or an external link.
 4. **View** - Whether the type is using list or hierarchical format. The drop-down list is populated based on the contents of the table, thus if you don't have any types using hierarchical format you will not be able to filter based on that view format.
3. The table will be filtered automatically as you enter search terms.

A default installation will come with two self-service types, announcements and a knowledgebase, both of which are public. You can create your own type if you need something different:

1. Visit **Self-Service -> Types**. If you're creating a new type click "Add Type", or if you're updating an existing type, find the type and click the edit (pencil) icon on the right side of the table row.
2. Complete the input fields:**Type**

1. **Name** - The name of the self-service type which will be displayed on the frontend interface.
 2. **Slug** - The slug is the URL-friendly version of the name, it will initially be the name converted to lowercase and hyphens only. Click the pencil to edit the slug, it must be unique within the brand.
 3. **Description** - A short description of the types of articles within this self-service type. The description will be displayed on the frontend dashboard.
- Visibility**

1. **Enabled** - If the self-service type should be published on the frontend interface.
2. **Internal** - If the self-service type should be shown to users (public) or operators only (internal).
3. **Frontend Icon** - Each self-service type must be assigned an icon that is visible on the frontend dashboard. Any regular  icon may be selected, choose either one of the preset options or type your own icon name, such as 'fa-bullhorn'. The icon name must be prefixed with

Content Options

1. **Content** - The type of content that this self-service will be used for, can either be articles (a collection of posts that are grouped together) or an external link, i.e. to a separate documentation portal.
2. **View**

Typically we wish to display content in different formats depending on the purpose of the articles. For example, a blog is typically ordered by time in a list-format whilst a knowledgebase is grouped into categories. There are two view types available:

 - **List** - Articles are listed by most recently created, suited more to time-dependent content.
 - **Hierarchical** - A hierarchy of categories is visible, Both of these view formats can be modified respectively (for public types, a similar file exists in the operator template for internal types):
 - **List**
 - /resources/templates/frontend/default/selfservice/list.twig
 - **Hierarchical**
 - /resources/templates/frontend/default/selfservice/hierachical.twig
3. **Article Ordering** - The default ordering of articles in this

type. Usually for announcements-like types, you would want to set this to "Most Recent", whereas knowledgebase-like types would be "Most Popular".


4. **Show Articles on Frontend Home** - Toggle the switch to show a preview of articles in the self-service type on the frontend dashboard. When using the "List" view format the latest articles will be displayed, meanwhile when using the "Hierarchical" view format the most viewed (popular) articles will be displayed.

3. Click the "Submit" button.

Deleting a type is an irreversible action. When deleting a type, all associated content will also be permanently removed, including: categories, articles, and article comments.

If you prefer not to permanently remove the content associated with a type, we recommend to simply disable the type.

To delete a type, follow the below steps:

1. Visit **Self-Service ->Types**, and click on the Internal tab if you wish to delete an internal type.
2. Search for the type you wish to delete (see ).
3. Click the delete (cross) icon located on the right of the table.
4. Check all checkboxes shown, ensuring you understand that all this related data will be removed along with the type.
5. Click on the left button, "Yes, Delete Type", that pops up confirming you would like to delete this type and it will now be deleted.

Online URL: <https://docs.supportpro.vn/article/types-79.html>

