

Search of Confluence Pages

Why do you need it?

To make it even easier for customers to find what they need, you can suggest articles when they fill out a request. When customers create request on the Customer Portal, they see related pages that might help them troubleshoot their problem. In the above example, the Customer Portal uses the text in the Summary field to search the knowledge base and suggest matching articles:



Customer portal

Error

Summary*

How to Create Custom fields

Wiki articles

Link CRM Custom Fields to Jira Custom Fields

Adding CRM Custom Fields to Email Template

Automatic Amount Custom fields

Setting Up Issue Custom Fields

CRM Copy Transactions and Products Custom Fields Values to Issue

Create a Calendar

Description*

 Drop files to attach, or [browse](#).

Create

Cancel

Agents can also use page search when creating issues in Jira.

Projects ▾Issues ▾Boards ▾CRMHelpDeskCreate

Search

Create Issue

Configure Fields ▾

Project *

DEVTOOL (DEV)

Issue Type *

Improvement

Summary *

How to create custom field

Wiki articles

Custom field - CRM Company

Custom Field - CRM Products Select / CRM Single Product Select

Custom field - CRM Contact

Custom field - CRM Property

Custom Field - CRM Custom Company

Custom field - CRM Transactions

Description *

Reporter *

Anastasia

Start typing to get a list of possible matches.

☐ Create another

Create

Cancel

Before you begin

1. Create a **Custom Field** type of **Wiki articles for Help Desk**

Select a Field Type

All

Standard

Advanced

No field preview

Wiki articles for Help Desk

Search for articles in Confluence

Find more custom fields

Next

Cancel

2. Add this field to the **create** and **view** screens.

To set search articles

1. Go to **Help Desk setting > Confluence Integration**;

HELPDESK ADMINISTRATION

Access

User Dashboard

Notifications

Inline Search

SLA

Customer Satisfaction

Related Issue

Customer Portal

Look & Feel

Comments

Audit

Confluence integration

Search of Confluence Pages

Exclude from the search

in × for × and × to × of × the × at × this × can × what ×

can't × do × does × did × why × how × when × jira ×

confluence × da ×

Max articles

6

Save

Confluence spaces for search articles

CRMEN

CFJ

HFJ

2. Fill the **Exclude from the search** field with words that will not participate from the page search;
3. Select the **maximum number of pages** that will be displayed in the search result;
4. Select the **Spaces** in which you want to search help articles