

How Can I Route a Question Based on the Subject?

QUESTION:

Is it possible to specify who receives 'Ask a Question' questions based on the question type?

ANSWER:

Yes, you do this by assigning a supervisor for the subject.

To assign a supervisor

- Log in as a admin user
- Click on **Tools** menu
- Choose the **Lists** tab
- Click on **Feedback Subjects**
- Edit your feedback subject (or [add a new one](#))
- Click on the Supervisor folder icon to **add new** supervisor
- This brings up a list of users to select from
- If the user is not yet in the list, add the user
- Once your user is in the list click **Assign**
- This brings you back to the Feedback Subject screen on the List tab. The name of the person who is to receive emails is now listed in the Supervisor field
- Click **OK** to save your changes.

When you return to the Feedback Subjects screen the name of the supervisor is listed against the subject.

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HowTo, Tips & Tricks -> KBPublisher -> How Can I Route a Question Based on the Subject?

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