

Recommended Links

Project Level:

Go to: Project > Refined customer portal (in the left navigation) > Recommended links

Admin Level:

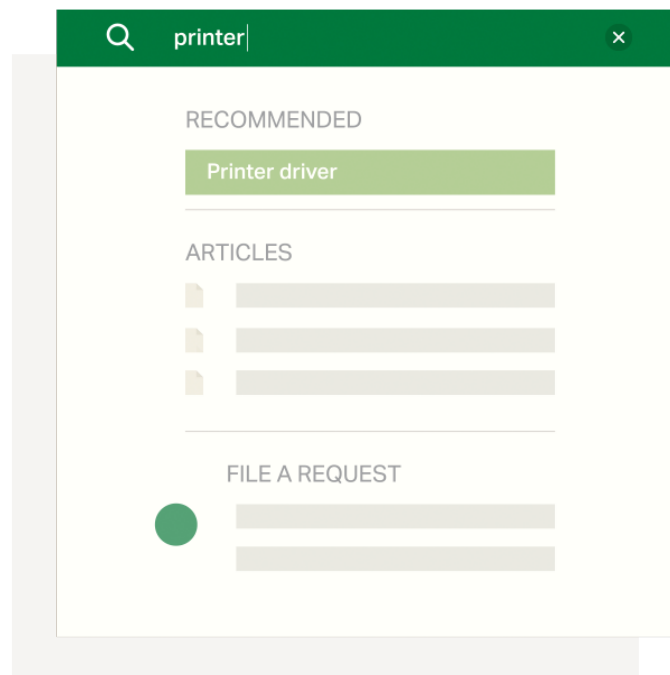
Go to: Customer site > Settings in top right corner > Recommended links

Recommended Links are links added to Service Desk Portals, Categories or Sites that show up in the search when matched with key search terms. The links can be from anywhere on the web.

These are a great solution if you don't want to recreate information that already exists, if you want to guide your customers to the right information and reduce the time spend looking through documentation.

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What's in a link?

A Recommended Link has the following

Title	This is what a user making the search will see
URL	Where the content is, this can be any URL (on the web or intranet, etc)
Open in new window	Setting to open in same or new tab
Match word	One or several words for when this link should show up. <i>Tip: Add several by adding a comma between them.</i>

Creating and Managing Recommended Links on a Portal

Recommended links are created on a Service Desk Portal by a project admin or a project agent.

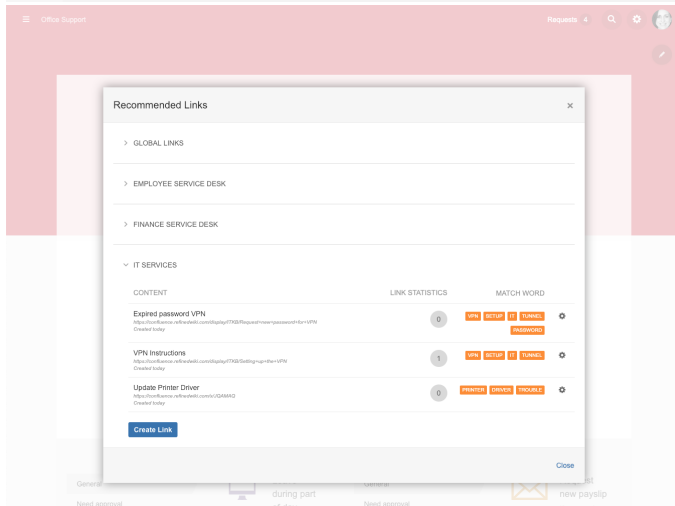
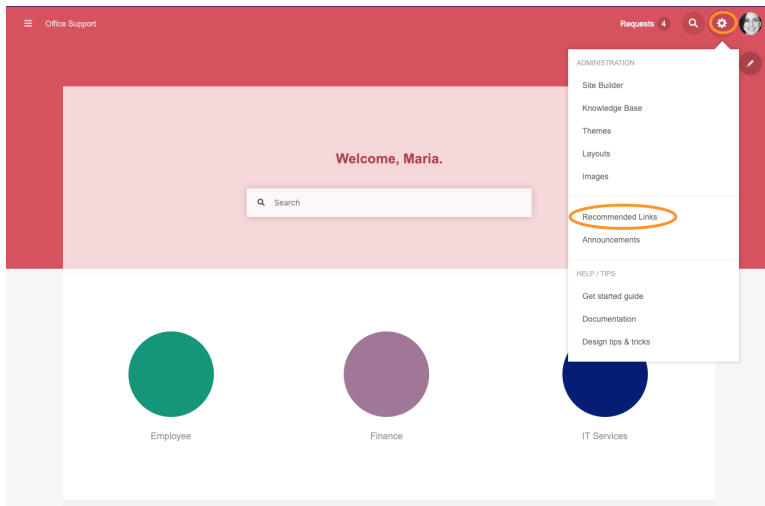
<https://jira-demo.refinedwiki.com/projects/IS?selectedItem=com.refinedwiki.jira.servicedesk.refinedtheme.refined-agent-view>

The screenshot displays the JIRA Recommended Links management interface. The main view shows a list of links with columns for Content, Link Statistics, and Match Word. Two links are visible: "Expired password VPN" and "VPN Instructions". A "Create Link" modal is open in the foreground, showing fields for Title, URL, Match word, and a checkbox for "Open in new window".

CONTENT	LINK STATISTICS	MATCH WORD
Expired password VPN https://confluence.refinedwiki.com/display/TKB/Request+new+password+for+VPN Created today	0	VPN SETUP IT TUNNEL PASSWORD
VPN Instructions https://confluence.refinedwiki.com/display/TKB/Setting+up+the+VPN Created today	1	VPN SETUP IT TUNNEL

Creating and Managing Recommended Links on Site, Category or Global

For a Jira/System administrator Recommended Links are managed from the site. Use the settings in the top right corner to get the Recommended Links settings launched. Here you will also get an overview of what links are currently active on your site, and some statistics for their use.



Link Statistics

No one likes content that is out of date. In order to help you identify what your Jira Service Desk customers are looking for, we keep track of how many times a recommended link has been clicked, and when it was last clicked. This means that you can clean out and delete the ones that are not longer serving their purpose.

View and configure self service features.

RECOMMENDED LINKS

Recommended links are displayed as promoted search results when the user is searching. Agents can configure recommended links for their JSD project. This is an overview of configured recommended links, with click statistics for each link.

GLOBAL LINKS

The screenshot shows the 'Self Service Settings' page. Under the 'GLOBAL LINKS' section, there is a card for a 'Test Article' (article:1441862, Created 05/02/2018). A 'LINK STATISTICS' popup is open over the card, showing a count of 22 and the last clicked date as 30/05/2018. Below the card is a 'Create link' button. In the background, there is a list of support desks: 'CUSTOMER SUPPORT DESK', 'HR SERVICE DESK', and 'IT SUPPORT DESK'.

Enabling Recommended Links

Recommended Links are enabled when the [Search Highlight Module](#) is added to a site, category or customer portal. The search highlight exists on these pages by default unless you manually remove them.