



Bypass contact form self-serve

Last Modified on 02/21/2024 11:43 am EST

Our full contact form template directs your readers to a self-serve search like this:

How can we help?

Subject

Next

Sample Contact Form self-serve prompt

Readers can search the topic they want help with, and the form will return a list of possible resources.

Do any of these help?

Contact form reporting

The Contact form reporting is set up into two sections: Contact Form Activity and Search Activity. Contact Form Activity The Contact Form Activity report lets you know how well your knowledge base is deflecting support emails. Here's a quick g...

Last Updated: 11/06/2019

Customize widget contact form

In Settings > Widget , the Contact Form section allows you to change some of the text labels and placeholder text in the widget's Contact tab, including: Field labels Search results header Thank you message Add a custom footer Wid...

Last Updated: 12/31/2019

Customize contact form subject line

Sometimes you might want to add something to the beginning or end of your contact form subject line in order to create rules or filters in your email or help desk. Here's some sample code to add "Knowledge Base Request: "to the beginni...

Last Updated: 09/12/2019

Customize Contact Form Link

Using the contact form? You can customize the Contact Us link in the navigation header with some quick tweaks to your styles. Go to Settings > Style > Custom HTML > Top Navigation to find the existing Contact Us link merge code. ...

Last Updated: 09/05/2019

Modern Widget + Zendesk Contact Form

If you set up the Zendesk contact form integration , using the Contact Us button in the Modern Widget will open a ticket in your Zendesk site, just like using the full contact form in the knowledge base. If you are using the Zendesk contact form i...

Last Updated: 04/09/2020

Yes! That Helped!

No, submit my request.

Sample Contact Form self-serve search results

Only once a reader clicks "No, submit my request." can they get to the actual contact form.

This is great for knowledge bases that provide support and you're trying to encourage self-service before ticket creation.

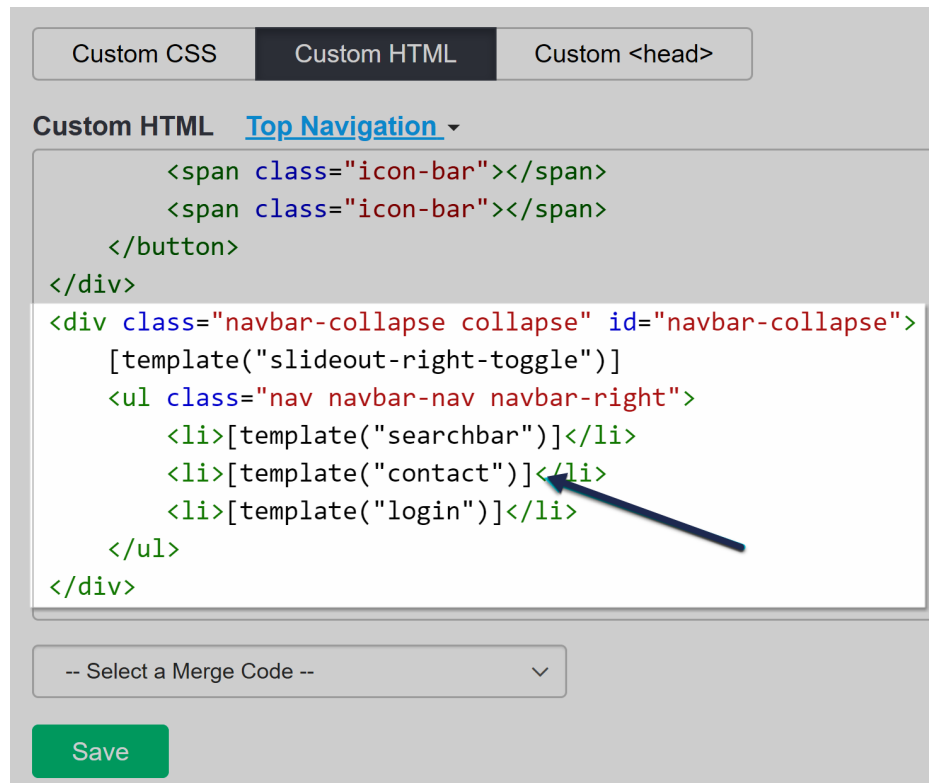
But in some knowledge bases, it makes more sense to have the Contact Us link take you straight to the contact form itself, bypassing the self-service piece entirely.



If you skip the self-service questions, the **Contact Form Reporting** will capture these hits, but they won't appear in the **Search Phrase** list, since we can't detect deflection if there is no point for deflection.

If you'd like to make that change:

1. Go to **Settings > Style**.
2. Below the preview pane, click on **Custom HTML**.
3. Select **Top Navigation** from the Custom HTML dropdown.
4. Look for the navbar-collapse div that contains your navbar-right, and within that, look for the contact template:



5. Copy the code below and paste it to replace the `template("contact")` merge code:

```
<a class="hg-header-link" href="https://support.knowledgeowl.com/help/contact-feedback">Contact Us</a>
```

Your knowledge base might use the `/home/` or `/docs/` root path instead of `/help/`. If it does, replace `/help/` in the href to match what your knowledge base uses.

6. You can also adjust the text to say something besides "Contact Us", if you'd like.
7. With the change in place, click **Save**.

Here's a sample with this change made, using the `/help/` root path:

Custom CSS

Custom HTML

Custom <head>

Custom HTML [Top Navigation](#) ▾

```
<span class="icon-bar"></span>
<span class="icon-bar"></span>
</button>
</div>
<div class="navbar-collapse collapse" id="navbar-collapse">
  [template("slideout-right-toggle")]
  <ul class="nav navbar-nav navbar-right">
    <li>[template("searchbar")]</li>
    <li><a class="hg-header-link" href="/help/contact-feedback">Contact Us</a></li>
    <li>[template("login")]</li>
  </ul>
</div>
```



-- Select a Merge Code --

Save

Sample with /help/ root path and Contact Us as text