![knowledgeowl logo]

Multiple email addresses supported in Widget 2.0 Contact Form

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For customers using our contact form with **email address send method**, we have great news:

If you've set up the contact form to "Use multiple addresses and allow end-users to choose where the ticket should go", the Contextual Help Widget 2.0 now recognizes that setting and will display the same dropdown and field label in its Contact tab as you have in the main knowledge base contact form.

The dropdown will display at the top of the Contact tab.

Instead of configuring this in Widget 2.0, the Widget automatically uses two settings from **Knowledge Base > Contact Form:**

- The email address list configured in the **Manage Email Address Dropdown** option
- The **Multi Email Label** set in the **Contact Form Text** section

This basically copies the multi email behavior in the main knowledge base contact form. Here's how it displays in Widget 2.0:

Knowledge | **Recommended** | **Contact** | **X**

Where should this ticket go?

Subject

Details

Your name

Your email address

⬆ Upload an Attachment

Send email

⬈ Open in full site   ↑ Scroll to Top

If this was the main reason you haven't tried Widget 2.0, please go give it a second look!

While we were working on the Widget 2.0 Contact tab, we noticed that the typeahead search when someone types in the Subject line wasn't working. We fixed that, too. 🙂