



"Feature Request > More powerful "convert ticket to knowledgebase (kb) article < مركز المساعدة > اقتراحات

More powerful "convert ticket to knowledgebase (kb) article" **Collecting Feedback**

- JF Jorge Fdez •
- اسم المنتدى: #Feature Request

Deskpro let Agents to convert a ticket to a new kb article. At this moment it only automatically publish the first message in the ticket. I think it would be very interesting if all the history messages remain in the kb automatically