



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

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

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• 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