



<u>Help Center</u> > <u>Připomínka</u> > <u>Feature Request</u> > <u>Delegate the maintenance of Knowledgebase articles to non-Agents</u>

Delegate the maintenance of Knowledgebase articles to non-Agents Collecting Feedback

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• Forum name: #Feature Request

It would be useful if the maintenance of Knowledgebase articles could be delegated to subject-matter experts in the wider business, who aren't necessarily Agents themselves. Scope could be restricted to "edit only" rather than creation/deletion of articles.