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Link knowledge base articles into ticket Collecting Feedback

- Ahmad Sahrizal
- **Enw'r Fforwm:** #Feature Request

Ability to link knowledge base (KB) articles into a ticket. Just like the sub menu in **Actions** of ticket: Link to KB Articles, for example.



This feature would be useful to know the following:

- the use of KB articles in the ticketing process.
- top KB articles used in ticket
- etc