



[Canolfan Gymorth](#) > [Cymuned](#) > [Feature Request](#) > [More settings for ticket deflection](#)

More settings for ticket deflection Collecting Feedback

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

It will be great to create more settings for ticket deflection feature

<https://manuals.deskpro.com/html/admin/portal/customizing-portal.html#ticket-deflection>.

For example we want it to find articles in KB depending on the chosen categories of the new ticket.