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Include Knowledgebase Article in Ticket Reply Finished

- Adam Smeets
- **Όνομα φόρουμ:** #Feature Request

Often our questions at the Help Desk have knowledgebase articles already created. It would be great if we could click and include the article in the reply, similar to a snippet or a macro.

Σχόλιο (1)

Kenneth

πριν από 9 χρόνια

This can already be done as far as i know. When the ticket is open, navigate through the agent interface to the publish section and find the article in question. You should in the right side of the article see options to either link or embed the whole thing.