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More settings for ticket deflection Collecting Feedback

- Karina Kondrasheva
- **Όνομα φόρουμ:** #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.