



Help Center > Community > Feature Request > Delegate the maintenance of Knowledgebase articles to non-Agents

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

• BA Ben A.

• 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 \$#039; t necessarily Agents themselves. Scope could be restricted to \$quot; edit only \$quot; rather than creation/deletion of articles.