



Help Center > Community > Feature Request > Force users to acknowledge Knowledgebase (KB) article suggestions are read before ticket are submitted

## Force users to acknowledge Knowledgebase (KB) article suggestions are read before ticket are submitted Finished

• AA Anand Athiviraham

• Forum name: #Feature Request

Right now, users can easily ignore reading of the KB articles suggested by Deskpro. Can you implement a feature that forces users to acknowledge they read suggestions before the ticket can be submitted like other helpdesks?

## Comment (1)

## **Lara Proud**

1 year ago

Hi Anand, to achieve this you can add a required field to your ticket form, such as a checkbox, to see if the user has read the suggested articles before they submit a ticket.