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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

2 years 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.