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Include Knowledgebase Article in Ticket Reply Finished

- Adam Smeets
- **Forum name:** #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.

Comment (1)

K Kenneth

11 years ago

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.