Link knowledge base articles into ticket Collecting Feedback

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- **Forum name:** #Feature Request

Ability to link knowledge base (KB) articles into a ticket. Just like the sub menu in **Actions** of ticket: Link to KB Articles, for example.
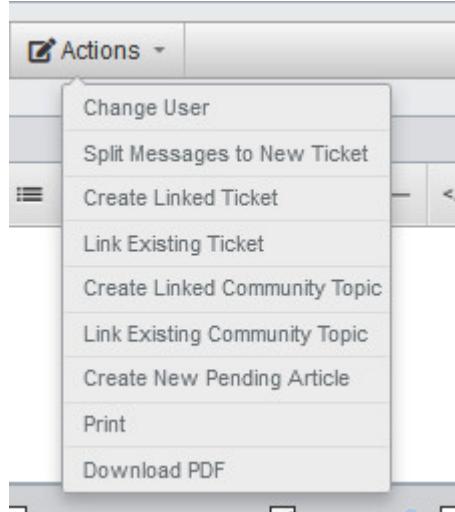
This feature would be useful to know the following:
- the use of KB articles in the ticketing process.
- top KB articles used in ticket
- etc