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Link to knowledge base article Duplicate

- Stephen Pienaar
- **Forum name:** #Feature Request

When responding to a ticket, I sometimes want to include a link to a relevant knowledgebase article. Right now the process is a bit cumbersome: open the User Interface, find the article, and copy its URL from the browser address bar and then paste the URL in the ticket. It would be very useful to have a "Link to Knowledgebase" function that allows me to browse the article and insert the link.

Comment (1)

Chris Padfield

10 years ago

This is already possible; if you click on the Publish icon and navigate to the category with the article in question; as long as you have a ticket in the active tab on the right you will see an icon that lets you automatically insert the article URL directly into the reply.