



[Centro de asistencia](#) > [Comunidad](#) > [Feature Request](#) > [Control Related Articles with Keywords](#)

Control Related Articles with Keywords Collecting Feedback

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- **Nombre del foro:** #Feature Request

I noticed that when users create new tickets the related articles engine doesnt show very helpful data. It often will show unrelated customer feedback instead of actual articles based on the key words added to articles. This should be fixed.