Force users to acknowledge Knowledgebase (KB) article suggestions are read before ticket are submitted Finished

- Anand Athi
- **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

10 months 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.