



<u>Help Center</u> > <u>Community</u> > <u>Feature Request</u> > <u>Insert KB article into Chat</u> Insert KB article into Chat Planning

• Lu Parente

• Forum name: #Feature Request

Looking for the ability to insert a KB article link or the entire content of a KB article into a chat session with a simple click, just as you can with a KB article into a ticket. We provide a good amount of support using the live chat function and this would be a huge help. Thank you,Lu.