



Feature Request > Delegate the maintenance of < انتقادات و بیشنهادات < Help Center Knowledgebase articles to non-Agents

Delegate the maintenance of Knowledgebase articles to non-Agents Collecting Feedback

.Ben A •

Forum name: #Feature Request •

It would be useful if the maintenance of Knowledgebase articles could be delegated to subject-matter experts in the wider business, who aren't necessarily Agents themselves. Scope could be restricted to "edit only" rather than creation/deletion .of articles