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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**

5 ماه پیش

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