



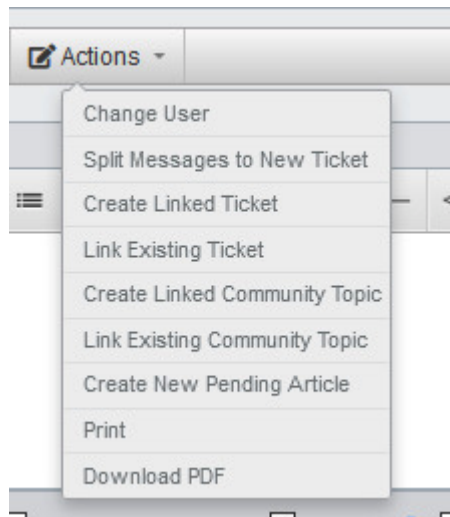
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Link knowledge base articles into ticket Collecting Feedback

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**Forum name:** #Feature Request •

Ability to link knowledge base (KB) articles into a ticket. Just like the sub menu in **Actions** of .ticket: Link to KB Articles, for example



:This feature would be useful to know the following  
.the use of KB articles in the ticketing process -  
top KB articles used in ticket -  
etc -