



Feature Request > More powerful "convert ticket to < انتقادات و بیشنهادات < Help Center "knowledgebase (kb) article

More powerful "convert ticket to knowledgebase (kb) article" Collecting Feedback

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Forum name: #Feature Request •

Deskpro let Agents to convert a ticket to a new kb article. At this moment it only automatically publish the first message in the ticket. I think it would be very interesting if all the history messages remain in the kb automatically