



[Feature Request](#) > [More settings for ticket deflection](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)

More settings for ticket deflection Collecting Feedback

Karina Kondrasheva •

Forum name: #Feature Request •

It will be great to create more settings for ticket deflection feature

<https://manuals.deskpro.com/html/admin/portal/customizing-portal.html#ticket-deflection>.

For example we want it to find articles in KB depending on the chosen categories of the new .ticket