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New Article Notification Collecting Feedback

Lu Parente •

Forum name: #Feature Request •

Can you please add a notification option for when a new KB article is created. This would be a .very valuable notification from both an administrative and agent perspective. Thank you, Lu
(Comment (1

Lu Parente

9 سال پیش

To further add, I would like to request the same type of notification for when a new announcement is posted in the News section. We are looking forward to being able to use this .for internal posts which will not be publicly visible. Thank you, Lu