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Restrict agent permissions to Knowledgebase (KB) Collecting Feedback

James Warner •

Forum name: #Feature Request •

We would love the ability to restrict agent side permissions for KB articles (ie: some agents cannot see/access some articles)

(Comment (1

Matthew Rowell

3 سال پیش

Yes, we need this as well as some of the KB articles we would publish include information that .is not privy to all agents