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Transfer article comment to ticket queue Collecting Feedback

Kenneth •

**Forum name:** #Feature Request •

When a comment is left on the article/download board, you have no other option but to reply to the user. First of, the signature doesn't load correctly, and it doesn't behave like normal. Second off, you have to reply at once, instead of just transferring the comment to the ticket queue, and thereby have the staff at hand reply. Maybe with a possible trigger to send the .customer a "new ticket created" e-mail