



[Help Center](#) > [Palaute](#) > [Feature Request](#) > [Insert KB article link/content into ticket if the search is used](#)

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- TB Thorsten Breuer
- **Forum name:** #Feature Request

Currently, articles from the KB can only be inserted into tickets if you have selected the publish area. Here you will see the icons to insert the articles into a ticket. These icons should be visible already when using the search in the upper left corner.