offers kb & tickets to agent when opening a ticket (from agent interface) Collecting Feedback

- Jorge Fdez
- **Nom du forum:** #Feature Request

At this moment when a user try to open a ticket from user interface, deskpro offers kb related articles. I think that will be very interesting to apply the same feature to an Agent when he's trying to open a ticket from Agent interface: Maybe the ticket he's trying to open is resolved in the past, so if deskpro offers a related ticket or kb article, the agent could resolve the problem without opening a new ticket