



Link to articles and guides in ticket replies? In Development

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- **Forum name:** #Feature Request

Hello!

We recently went into production with our DeskPro system and I think it would be fair to say that we are quite "green" on what's possible or not.

The plan is to create an extensive knowledgebase and helpful guides to promote "customer self help".
For this to be useful and to "learn" our customers that the KB and Guides sections contain a log of answers we would really need to be able to link to articles and/guide sections directly from the ticket reply section. Meaning that we don't want to go to publish->category->article and copy the link from there and then insert it into the ticket reply.

Is this possible?

Thanks for your time!

Best regards,

// Mika