



<u>Centro Assistenza</u> > <u>Comunità</u> > <u>Feature Request</u> > <u>More powerful "convert ticket to knowledgebase (kb) article"</u>

More powerful "convert ticket to knowledgebase (kb) article" Collecting Feedback

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• Nome del forum: #Feature Request

Deskpro let Agents to convert a ticket to a new kb article. At this moment it only automatically publish the first message in the ticket. I think it would be very interesting if all the history messages remain in the kb automatically