Add the option to Insert an article into a ticket with the Article title as the text, rather than inserting the full URL. Finished

- Koen Glotzbach
- **Foruma nosaukums:** #Feature Request

We'd like to be able to insert the *link* to the KB article with the article title as the text and the article location as the URL.

e.g. How do I display dates in the US format in reports? rather than https://support.deskpro.com/en_GB/kb/articles/how-do-i-display-dates-in-the-us-format-in-reports

Currently there is only an 'Insert Link' option for articles.

Comment (1)

Lara Proud

5 months ago

Hi Koen, thanks for this suggestion. We have implemented this in the reply box, when using the "Insert Link" option you now have to option to select the Help Center Content tab. From here you can use the search bar to find a specific item on your Help Center and insert the link into your ticket reply which will be inserted as the Article title rather than the URL.