



<u>Help Center</u> > <u>Community</u> > <u>Feature Request</u> > <u>More settings for ticket deflection</u>

More settings for ticket deflection Collecting Feedback

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• Forum name: #Feature Request

It will be great to create more settings for ticket deflection feature https://manuals.deskpro.com/html/admin/portal/customizing-portal.html#ticket-deflection. For examplle we want it to find articles in KB depending on the chosen categories of the new ticket.