



[Help Center](#) > [Community](#) > [Feature Request](#) > [Force users to acknowledge Knowledgebase \(KB\) article suggestions are read before ticket are submitted](#)

Force users to acknowledge Knowledgebase (KB) article suggestions are read before ticket are submitted Finished

- Anand Athi
- **Forum name:** #Feature Request

Right now, users can easily ignore reading of the KB articles suggested by Deskpro. Can you implement a feature that forces users to acknowledge they read suggestions before the ticket can be submitted like other helpdesks?

Comment (1)

**Lara Proud**

10 months ago

Hi Anand, to achieve this you can add a required field to your ticket form, such as a checkbox, to see if the user has read the suggested articles before they submit a ticket.