



<u>Centrum Wsparcia</u> > <u>Grupa</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

- Jorge Fdez
- Nazwa 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