



<u>Centro de Suporte</u> > <u>Comunidade</u> > <u>Feature Request</u> > <u>More settings for ticket deflection</u> More settings for ticket deflection Collecting Feedback

- Karina Kondrasheva
- Nome do fórum: #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.