



<u>Centro de Ajuda > Comunidade > Feature Request > More powerful "convert ticket to</u> <u>knowledgebase (kb) article"</u>

More powerful "convert ticket to knowledgebase (kb) article" Collecting Feedback

- Jorge Fdez
- Nome do Fórum: #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