



<u>Help Center</u> > <u>Spätná väzba</u> > <u>Feature Request</u> > <u>Delegate the maintenance of Knowledgebase articles to non-Agents</u>

Delegate the maintenance of Knowledgebase articles to non-Agents Collecting Feedback

- Ben A.
- Forum name: #Feature Request

It would be useful if the maintenance of Knowledgebase articles could be delegated to subject-matter experts in the wider business, who aren't necessarily Agents themselves. Scope could be restricted to "edit only" rather than creation/deletion of articles.