



[Help Center](#) > [Spätná väzba](#) > [Feature Request](#) > [Insert KB article link/content into a new ticket](#)

Insert KB article link/content into a new ticket Collecting Feedback

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- **Forum name:** #Feature Request

Currently, KB article links and content can only be inserted into tickets which have already been created and have an assigned ticket ID. Looking for the ability to insert KB article links and content into new tickets.