



<u>Help Center</u> > <u>Spätná väzba</u> > <u>Feature Request</u> > <u>Link knowledge base articles into ticket</u> Link knowledge base articles into ticket Collecting Feedback

- Ahmad Sahrizal
- Forum name: #Feature Request

Ability to link knowledge base (KB) articles into a ticket. Just like the sub menu in **Actions** of ticket: Link to KB Articles, for example.



This feature would be useful to know the following:

- the use of KB articles in the ticketing process.
- top KB articles used in ticket
- etc