



 $\underline{\text{Center za pomoč}} > \underline{\text{Skupnost}} > \underline{\text{Feature Request}} > \underline{\text{More settings for ticket deflection}}$ 

## More settings for ticket deflection Collecting Feedback

• Karina Kondrasheva

• Ime foruma: #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.