



[Help Center](#) > [Community](#) > [Feature Request](#) > [Force users to acknowledge Knowledgebase \(KB\) article suggestions are read before ticket are submitted](#)

Force users to acknowledge Knowledgebase (KB) article suggestions are read before ticket are submitted Collecting Feedback

- Anand Athi
- **Forum name:** #Feature Request

Right now, users can easily ignore reading of the KB articles suggested by Deskpro. Can you implement a feature that forces users to acknowledge they read suggestions before the ticket can be submitted like other helpdesks?