



[Help Center](#) > [Community](#) > [Feature Request](#) > [More powerful "convert ticket to knowledgebase \(kb\) article"](#)

More powerful "convert ticket to knowledgebase (kb) article" Collecting Feedback

- JF Jorge Fdez
- **Forum name:** #Feature Request

Deskpro let Agents to convert a ticket to a new kb article. At this moment it only automatically publish the first message in the ticket. I think it would be very interesting if all the history messages remain in the kb automatically