Agent interface: Inserting article into ticket, using search function Finished

- Kenneth
- **Forum adı:** #Feature Request

It would be nice, if you could insert a article/download into a ticket reply, using the search function. Currently, you have to find the article or download, in the publish section.I'd rather just search for, say "Payment options", in the search bar, and have the ability to insert it from there using the same buttons as in the "publish section".

Yorum (1)

Lara Proud

5 ay önce

Hi Kenneth, thanks for this suggestion. In the reply box, when using the "Insert Link" option you are able to click on the Help Center Content tab. From here you can use the search bar to find a specific item on your Help Center and insert the link into your ticket reply.