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Agent interface: Inserting article into ticket, using search function In Development

- Kenneth
- **Forum name:** #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".