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Add the option to Insert an article into a ticket with the Article title as the text, rather than inserting the full URL. Collecting Feedback

- Koen Glotzbach
- **Forum name:** #Feature Request

We'd like to be able to insert the *link* to the KB article with the article title as the text and the article location as the URL.

e.g. [How do I display dates in the US format in reports?](#) rather than https://support.deskpro.com/en_GB/kb/articles/how-do-i-display-dates-in-the-us-format-in-reports

Currently there is only an 'Insert Link' option for articles.