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Allow for "Internal Only Tickets" Collecting Feedback



مجهول

• اسم المنتدى: # Feature Request

.Allow for "Internal Only Tickets". Tickets assigned to a user (email) but which the customer never sees

تعليقات (٣)

LD Lisa Donnelly

منذ 10 سنوات

This would be very useful for us we often need to create internal tickets only for our clients - We are currently having to open these under our own organisation with the client name in the title

FZ Frédéric Zouai

منذ 10 سنوات

.Hi Tim, I think you can do that by creating a ticket with note only. It's quite new but it works

SW Stuart Wilson

منذ 9 سنوات

.Anyone work this feature? new user here, want to get an internal ticket process set up