Deskpro

مركز المساعدة > اقتراحات > Allow for "Internal Only Tickets > "Feature Request

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)

Lisa Donnelly

منذ 8 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

Frédéric Zouaï

منذ 8 سنوات

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

Stuart Wilson

منذ 7 سنوات

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