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Turn a feedback in to a ticket Finished

- Jason Voice
- **Enw'r Fforwm:** #Feature Request

Not seen a way to do this but that would be really useful.

Sylw (1)

**Lara Proud**

8 months ago

Hi Jason, thanks for the suggestion. This is now possible for Community Comments if you disable the permission "New comments are visible immediately" (This setting is under Admin > CRM > Usergroups > Pick a Usergroup > Permissions > Help Center). Once you do this then from the Community Workflows in the Help Center tab, you will have the option to 'Create a Ticket' from a submitted Comment under the 'Comments to Review' option. You can also read about this in our Agent Guide:

[https://support.deskpro.com/en-US/guides/agent-guide-1/browsing-community-topics-1#browsing-community-topics-1\\_approving-topics-and-comments](https://support.deskpro.com/en-US/guides/agent-guide-1/browsing-community-topics-1#browsing-community-topics-1_approving-topics-and-comments)