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Export ticket as PDF without notes Finished

- Christian Mattart
- **Forenname:** #Feature Request

Exporting tickets as PDF is possible but it includes the notes.

Kommentare (2)

Earle Steel

vor 7 Jahren

Hello Christian, Thank you for your feedback submission. When exporting a ticket to PDF, the notes attached to the ticket are attached. Thanks again for your submission. If you require any further help, please don't hesitate to contact the DeskPRO helpdesk

Jeroen van der Steen

vor 7 Jahren

I am sorry, but I interpreted this feedback as a request to be able to export a ticket as PDF - without- notes. This would be highly useful when having to forward a conversation to an external party, as notes may contain confidential information. If this was not the intention of the original feedback request, I can create a new request for this feature :)