Allow for "Internal Only Tickets" Collecting Feedback

- Ανώνυμος
- **Όνομα φόρουμ:** #Feature Request

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

Σχόλια (3)

Lisa Donnelly

πριν από 9 χρόνια

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

πριν από 9 χρόνια

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

Stuart Wilson

πριν από 7 χρόνια

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