Deskpro

Centro de asistencia > Comunidad > Feature Request > Turn a feedback in to a ticket

Turn a feedback in to a ticket Finished

- Jason Voice
- **Nombre del foro:** #Feature Request

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

Comentario (1)

Lara Proud

10 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