Allow for "Internal Only Tickets" Collecting Feedback

Anonymous ☒ •

Forum name: #Feature Request •

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

(Comments (3

Lisa Donnelly

8 سال پیش

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

8 سال پیش

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

Stuart Wilson

7 سال پیش

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