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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 (۲)

LD Lisa Donnelly

9 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

FZ Frédéric Zouai

9 سال پیش

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

SW Stuart Wilson

8 سال پیش

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