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Turn a feedback in to a ticket Finished

Jason Voice •

Forum name: #Feature Request •

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

(Comment (1

Lara Proud

10 ماه پیش

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