



[Centre d'aide](#) > [Communauté](#) > [Feature Request](#) > [Allow for "Internal Only Tickets"](#)

Allow for "Internal Only Tickets" Collecting Feedback

- Tim Guerrette
- **Nom du forum:** #Feature Request

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

Commentaires (3)

Lisa Donnelly

il y a 6 ans

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

il y a 6 ans

Hi Tim, I think you can do that by creating a ticket with note only.

It's quite new but it works.

Stuart Wilson

il y a 5 ans

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