



[Help Center](#) > [Community](#) > [Feature Request](#) > [Allow for “Internal Only Tickets”](#)

## 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)

LD **Lisa Donnelly**

10 years ago

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 Zouaï**

10 years ago

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**

9 years ago

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