Allow for "Internal Only Tickets" Collecting Feedback

- 匿名
- フォーラム名: #Feature Request

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

Comments (3)

Lisa Donnelly

9年前

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

9年前

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

Stuart Wilson

8年前

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