Deskpro

Turn a feedback in to a ticket Finished

- Jason Voice
- **Forum Navn':** #Feature Request

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

Kommentar (1)

Lara Proud

1 år siden

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