



[Centro de Suporte](#) > [Comunidade](#) > [Feature Request](#) > [Allow for "Internal Only Tickets"](#)

Allow for "Internal Only Tickets" Collecting Feedback

- Anônimo
- **Nome do fórum:** #Feature Request

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

Comentários (3)

Lisa Donnelly

há 9 anos

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

há 9 anos

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

Stuart Wilson

há 8 anos

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