Comments Security

If your support very afraid someone is going to say, "This dummy doesn't know what he's talking about," and actually send that to the customer, then there is a way to set it so comments default to "Internal comment".

To set Internal comment

1. Go to **Help Desk administration > Comments**;

2. Configure an Internal Comments consist of items

Item	Description
Project	The project in which the internal comment will be set by default
Agents Role	Select the project role to which the internal comment will be restricted
Add	Add new setting
Delete	Delete setting

If the user has the appropriate role, the comment restrict will be set by default.

> ⓘ The internal comments restrict does not apply when you create a comment from:
>
> - email
>
> - customer portal