

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**;

Administration

Search JIRA admin

ApplicationsProjectsIssuesAdd-onsUser managementLatest upgrade reportSystemCRMHelpDesk

HELPER DESK ADMINISTRATION

Access

User Dashboard

Notifications

Inline Search

SLA

Customer Satisfaction

Related Issue

Customer Portal

Look & Feel

Comments

Audit

Confluence Integration

Comments

Name

Share with groups

Add

Start typing to search for groups.

Installation instruction	Content	Delete
Request more information	Content	Delete
Bug fixed in new version	jira-core-users Content	Delete
Close the issue	jira-administrators Content	Delete

Comments Security

Project

Agents Role

▼

▼

Add

Marketing	Developers	Delete
DEMO	Аналитики	Delete

- ## 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.

Comment

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Visual

Text

 

Internal comment

Public comment

Cancel

 The internal comments restrict does not apply when you create a comment from:

- email
- customer portal