

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

HELPDESK ADMINISTRATIONAccessUser DashboardNotificationsInline SearchSLACustomer SatisfactionRelated IssueCustomer PortalLook & FeelCommentsAuditConfluence Integration

Comments

NameShare with groups

Add

Start typing to search for groups.

Installation instructionContentDelete

Request more informationContentDelete

Bug fixed in new versionJira-core-usersContentDelete

Closed the issueJira-administratorsContentDelete

Comments Security

ProjectAgents Role

Add

MarketingDevelopersDelete

DEMOАналитикиDelete

- ## 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

Style

B

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U

















Visual

Text

Internal comment

Public comment

Cancel

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

- email
- customer portal