Now you can choose if you want to notify customer on ticket closure.

The ability to disable the notification to the customer on ticket closure has been added to **v1.21.12**

When you clicked on the close button on a ticket and the "Close Ticket" popup shows, you can set the value for "Notify the Customer?" to "No" if you do not want to notify the customer. The default value is "Yes"

Close Ticket

Are you sure you wish to close this ticket?

Please complete the following fields concisely and consistently to aid helpdesk statistics:

What caused the problem?
2 words max

Eg. Power Issues, Radio Failure, Router Failure, Weak Signal, Faulty Cabling, Lightning Strike, etc

How was the problem resolved?
2 words max

Eg. Reboot Device, Replace Radio, Replace Router, Firmware Upgrade, Re-alignment, etc

Description of the steps taken to resolve the issue
Visble to Customer

How much time was spent on this?   Hours   Minutes

Notify the Customer?   Yes   Notify the customer That the Ticket is Closed.

Cancel   Close Ticket