

## GLPI-PROJECT - Feature #3509

### Separate ticket's solution for technicians and solution description for end user

04/19/2012 09:05 AM - valid

<b>Status:</b>	Feedback	<b>Start date:</b>	04/19/2012
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Helpdesk	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Unplanned		

#### Description

see <http://www.glpi-project.org/forum/viewtopic.php?pid=142194#p142194>

Maybe having 2 fields :

- technical solution : internal, for technician to keep track of actions done to solve the ticket
- end user response : the response to be given to the end user

#### History

**#1 - 04/19/2012 09:35 AM - moyo**

- Status changed from New to Feedback
- Target version set to Unplanned

**#2 - 07/02/2014 05:18 PM - moyo**

me semble assez cohérent.