

Configuring the default ticket visibility

The possible ticket visibilities are:

- **PUBLIC** : the tickets are visible by anybody for whom the department of the ticket is visible
- **SUBJECT_ONLY** : the ticket appear on the control panel but their content is not visible by anybody (managers, owner and invited users only).
- **PRIVATE** : the tickets are visible by the managers, the ticket owner and the invited users only.

The default ticket visibility of a department after its creation is defined by this property (set in **/properties/config.properties**):

```
#defaultTicketScope=PUBLIC
```



The default ticket visibility is set for each department and each category and can be changed at any time through the web interface.