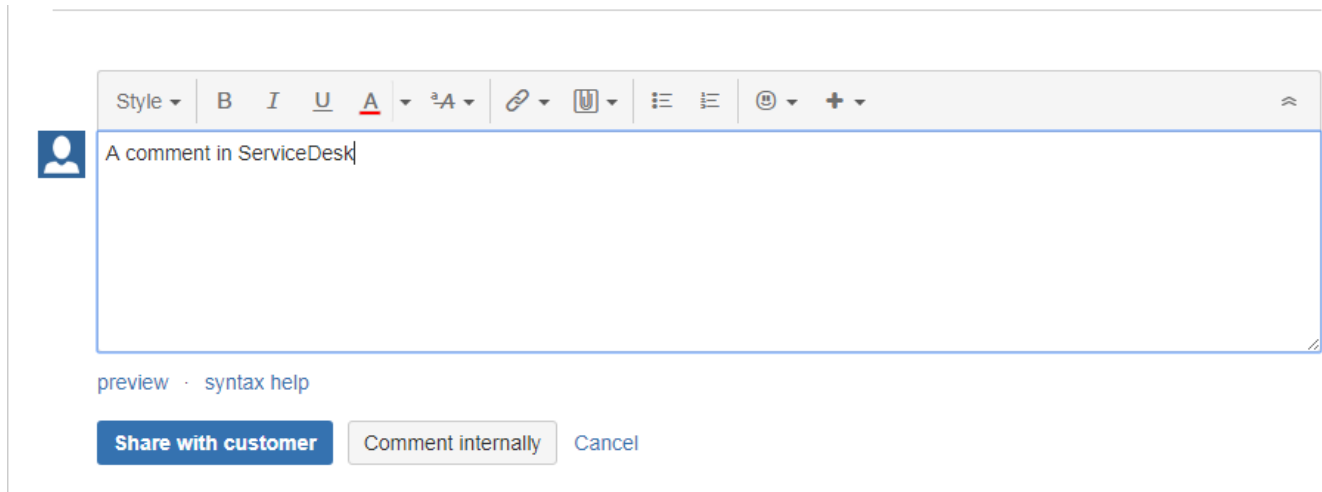# JSM - distinguishing between internal and external comments

When JSM when agents are commenting on an issue, they can choose one of the two options:

- Comment will be visible for JSM users AND Customer   (Share with customer)
- Comment will be visible for JSM users only (Comment internally)

The following picture illustrates the said above:

In your notification configuration when you specify **Jira Service Management request event** AND a **Jira event** it is normally straightforward whether the specific comment will trigger notification or not,

however, in some cases you need to take extra care to prevent customers from seeing internal comments.

For example, you might want to send the whole comment history with your notification configuration and, obviously, internal comments should not be rendered there. To achieve this, make use of comment.publicComment property like following:

```
#foreach ($com in $!issue.fields.comment.comments)
    #if ($com.publicComment)
        $!com.body
    #end
#end
```