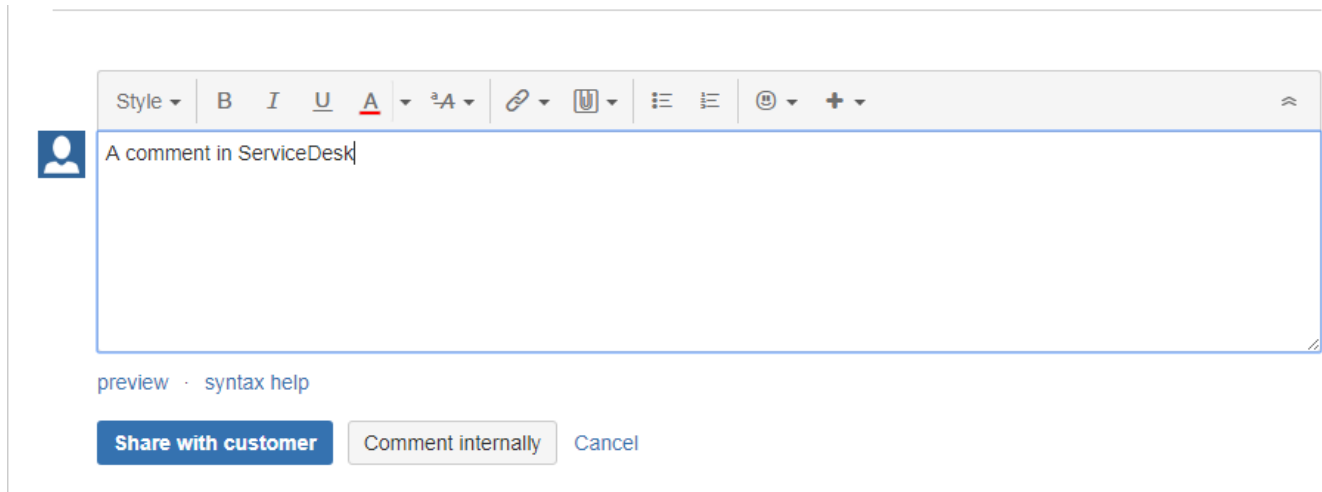


# JSM - distinguishing between internal and external comments

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:



The screenshot shows the Jira Service Desk comment editor interface. At the top is a rich text editor toolbar with options for Style, Bold (B), Italic (I), Underline (U), Text Color (A), Background Color (A), Link, Unlink, Bulleted List, Numbered List, Emoji, and a plus sign for more options. Below the toolbar is a text input area with a placeholder text "A comment in ServiceDesk" and a small user icon on the left. Below the input area are two links: "preview" and "syntax help". At the bottom are three buttons: "Share with customer" (highlighted in blue), "Comment internally" (disabled), and "Cancel" (disabled).

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
```