

Distinguishing public and private ServiceDesk comments

Problem: you need to show all comments in the ServiceDesk request and need to be able to distinguish them by visibility:

Solution:

Comments visibility

```
#foreach ($comment in $issue.fields.comment.comments)
  #if ($comment.isPublic)
    Public comment: $comment.body
  #else
    Private comment: $comment.body
  #end
#end
```