Jira Watchers and Request Participants

Issue:

I want to share this Jira ticket. Should I add the user as a watcher or request them as a participant on this ticket?

Request participants:	
Organizations:	Non
Service Desk Customer (ESG):	Thor
Votes:	0
Watchers:	3

Solution:

Request participants are applicable when adding external users, or customers. These users can only view public comments, and they do not need to be an agent of the service desk. Meanwhile, watchers can view both public and internal comments. In order to add a user as a watcher to a ticket, they must be an agent of the service desk.

Note - Please keep in mind that as of 8/5/19, sub-tasks are not capable of being assigned a request type. This means that sub-tasks will not be visible in the Jira portal.