



Contact Form reporting with no ticket info stored in KnowledgeOwl

Last Modified on 12/28/2022 12:24 pm EST

Customers using our [Contact Form](#) and using the "Do not store any collected ticket information within KnowledgeOwl" setting can now see general ticket details in [Reporting > Contact Form](#). (Previously, when this box was checked, no tickets ever showed in the reporting.)

Now, if you're using this combo of settings, you'll still be able to see ticket deflection and submission with timestamps and placeholder text used for the fields we aren't storing.

Read more about the Contact Form data collection settings and their impact on reporting in [What data is collected in the Contact Form?](#)
