Ideas

ID	026679	**Submitted by**	-hidden-
Status	Submitted		
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SLA			

Our Product Owners will review your ideas monthly and you will be notified on any changes made to the status of your ideas. We will let you know personally once your idea has been scheduled.
Make sure you also vote on ideas that you want to see in the product, as we will take this into account when deciding on what ideas to implement.
If you have an immediate need for a feature please submit a Change Request instead.

Short summary of idea*

Auto NOTES submission based on Status

Application/Area

Infocapture

Description

I would love to be able to have a canned response auto-generate in the form when I select a specific status.

EXAMPLE: I have created a new status called CLOSED - No Response. What I would like to happen is when someone changes the STATUS on this to: CLOSED - No Response, the system auto adds a note field entry of: No response from end user. Closing ticket at this time. If problem continues, please open a new IT Work Order Request. Thank you.

Total Likes