

Ideas

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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*

Permissions to view tickets that have been assigned to you previously/that you have been selected as a user in a field

Application/Area

Infocapture

Description

It would be helpful if you could select a user in a field in a ticket, or have it dynamically assigned to them at some point in the workflow, and they then always have permissions to view that ticket. There doesn't seem to be a way to assign permissions in between you can see all tickets or only when they are actively assigned to you. That way if a manager approves a ticket at some point, they can always go back and look at the ones assigned to them.

Thank you!

Total Likes

1