Ideas

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SLA			

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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*

Advanced search enhancements: searchable fields, date fields, text fileds, default filters for the role

Application/Area

Infocapture

Description

We found 3 very important things missing in search function of IC:
1. Searchable fields - now the fields like Submitter, Assigned to, Status and any other drop-down lists can be used for a filtering, but they look really outdated. There is no search function in fields (you can only use Ctrl+F) and multiple selection through Ctrl+click looks very strange. Please make them like standard multiple select fields (eg, like in IC form) with search function.
2. Date fields and text fields - they are not available at all. We use this field to display some information from the user record (hire date, position, department, location, etc) and for some processes it's important to filter through this parameters. Depending from that different users may be responsible for the ticket handling.
3. Default filters for the role - this will be very helpful if we will be able to define a default filter for particular role in the project to speed up the process of ticket handling. We know that there is a function to make a filter as a permanent link, but it's really inconvenient for the users and it only works for a particular person. Every new user have to configure it for him(her)-self from scratch. In most cases default filter will be the same for every user within one role.

Total Likes

1