

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*

Another Way to Ping Support on a Ticket

Application/Area

Other

Description

I have noticed that sometimes, a ticket will be in the hands of support or techops, and it will end up "stuck" there, with no movement or updates, and we have no way of pinging support on the ticket itself to get it moving again. I have had to reach out to our sales rep a few times on a few different tickets just to find some way to get communication flowing again. So, having some mechanism to break down the dam that has stopped the workflow of the ticket would be very helpful.

Total Likes

1