

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*

Allow bulk adding of notes on Infocapture issues

Application/Area

Infocapture

Description

A useful feature would be to enable support staff the ability to send notes to multiple tickets at the same time versus copy/pasting notes into each ticket and submitting them, such as during a major system disruption or upgrade. This can be thought of as a type of "bulk-mailing" but only to submitted tickets. This would be similar to the ability to update ticket status and information in bulk as currently exists now, but adding the option to update the submitting user as well, as the Notes functionality currently does (so users also get a message). This would be an incredible time saver. Only support staff can see the current "notes" update field, so the submitting user does not get any update(s).

Total Likes

4