

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*

Separate System Alert for InfoCapture (Support Tickets)

Application/Area

Infocapture

Description

It would be useful to have a dedicated "Alert" message area for InfoCaptures so that I could setup in advance an alert and assign properties like bold, red, bigger font, etc. And a checkbox to enable and disable the alert. The alert, when enabled would show at the top anytime a new ticket was created.

So then if I had an outage, when someone goes to create a ticket, the first thing they see is a big RED message at the top IE: "***ALERT: There has been a System Outage in the XYZ. We are aware of this issue and are working to resolve the problem. Estimated time to fix X hours."

This way maybe it would keep some tickets from even being created in the first place.

I realize that I can create a message like this in the "Full Description" area. But in an emergency where people are standing at your door, people are calling you, emailing you etc... every step less I have to do is helpful. So it would be most helpful to this as a dedicated text box you could partially preconfigure ahead of time so you just had to do a minor edit the text and check a box to enable it.

Thanks

Mike

Total Likes

1