

## Ideas

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<b>SLA</b>			

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\*

IT Helpdesk reporter field unlock - be able to submit a ticket for someone else

### Application/Area

Infocapture

### Description

In the IT Helpdesk app supplied, i cant change the 'reporter ' field or even remove it. I want to be able to submit tickets on behalf of other users who have maybe used email or that have called on the phone or have grabbed me as I walk past their desk.

Pretty standard functionality on all other helpdesk systems

### Total Likes

1