Ideas

ID	031366	**Submitted by**	-hidden-
Status	Submitted		
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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*
Ability for ticket to update status between "With IT" and "With Customer"

Application/Area
Infocapture

Description
When a ticket is updated by IT (for example), the status of the ticket should change to reflect that the onus is with the submitter (customer). As well as working the other way and changing the status back, when they have updated to ticket.

This will allow users to be confident, knowing what the accurate state of a ticket is.

Total Likes