

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*

Include a picture in an Infocapture notification

Application/Area

Infocapture

Description

When users complete some of our Infocapture forms, they are required to upload a picture of their issue.

For example, when a facilities issue is submitted, a notification is sent to the ticket handler with key ticket information including a link to the picture. This helps ticket handler prioritize and plan for resolving the issues.

Since our facilities team depends heavily on the email notifications, it would be extremely helpful for the picture of the issue to be included in the notification rather than the link, allowing them to more quickly plan and prioritize.

Total Likes