

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*

Provide Ticket Recovery Functionality for InfoCapture

Application/Area

Infocapture

Description

Currently tickets in infocapture can be archived, but if they are deleted, they are gone from the system. There is no "trash bin of 30 days" like with other applications in the system. In order to retrieve deleted data, one would have to roll back their system to the prior day, losing all other data built during the course of that day. Would be a great fail-safe to provide a trash / recovery option.

Total Likes

2