

Ideas

ID	032505	Submitted by	
Status	Submitted	Last modified	14-04-2021 11:00
Date of report	14-04-2021 11:00		
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*

IC to recognise who added note and notify accordingly

Application/Area

Infocapture

Description

Adapt Infocapture functionality so it not only recognises a note has been added, but also who added it (i.e. ticket handler vs. ticket submitter) and notify accordingly.

E.g. Ticket Handler adds a note - only the submitter receives email confirmation & vice versa.

Total Likes