

## Ideas

<b>ID</b>	032505	<b>Submitted by</b>	
<b>Status</b>	Submitted	<b>Last modified</b>	14-04-2021 11:00
<b>Date of report</b>	14-04-2021 11:00		
<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\*

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