Ideas

ID	033758	**Submitted by**	-hidden-
Status	Submitted		
Date of report	21-07-2021 16:57	**Last modified**	21-07-2021 16:57
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*
"Date Created" needs updating when converting Draft ticket to Submitted

Application/Area
Infocapture

Description
Hi there,

We have an issue that I consider a bug, but I am told is not and so needs submitting here as an "idea"....but it is absolutely critical and vital.

Currently if a user starts a ticket and fills it in and saves it as a draft, it can sit there for days/months/years, but then when they finally submit it, it has a "Date Created" of the original time they first opened their draft!

This is a REAL ISSUE because if you are reviewing "new" tickets / tickets created that day / for example -- you will miss this completely because it was created with an old date!

The History tab of this ticket does show the date it was actually submitted as the "New Ticket" date but this is misleading.

I believe that when a DRAFT ticket is updated to a live ticket - the Date Created should be updated to this new date because as a draft, it's irrelevent; but it's VERY relevant for live tickets!!

I request this is addressed at the earliest opportunity as it will cause us severe issues otherwise with our reporting and an outstanding CR for daily IC data extracts.

Many thanks,
Mike

Total Likes
1