

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*

InfoCapture - Ability to update/change submitter

Application/Area

Infocapture

Description

It is very useful in a IT Helpdesk to be able to submit tickets on behalf of users. Sometimes users can be lazy and not submit issues, and either just ring up or e-mail. So, in my ZenDesk ticket I create them a ticket. However. it's difficult to do this in InfoCapture as I cannot change the submitter. The nature of the permissions means if I do create a ticket, the user cannot see it as I am the submitter and not them.

If I could change the submitter, then I could submit a ticket and then change the submitter to be the user, then they would be able to see the ticket and receive all the notifications as standard.

Total Likes

4