

Ideas

ID	036164	Submitted by	-hidden-
Status	Submitted	Last modified	16-02-2022 14:36
Date of report	14-02-2022 18:23		
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*

Assign Multiple Users to a Ticket

Application/Area

Infocapture

Description

When working with multiple layers of supervision, it's vital to be able to give access to specific tickets to multiple people. Currently you have a "submitter" and "assigned" which you can do this with, limiting that list to 2 people. There needs to be an option to assign multiple users to a single ticket.

For example, a vehicle inspection form would need to have the employee, their supervisor, and the regional manager all with view access to the ticket. This is currently impossible (or very difficult depending on the specific use case) given the 2 person limitation described above.

I realize this would require restructuring a lot of things to make this change, but it would help tremendously.

Thank you for the consideration!

Total Likes

3