

## Ideas

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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\*

Generate IC notifications based on which role submitted a note

### Application/Area

Infocapture

### Description

It would be really helpful if InfoCapture notifications for notes could be triggered based on which role added a note.

At the moment I'm using automatic changes to change statuses when a note is added, and triggering notifications based on the new updated status, so that admins and ticket handlers don't receive endless "confirmation" emails when they add notes. It's not a perfect solution though as if the handler adds two notes in succession, the trigger fires again and it goes out of sync! If it were possible to trigger notifications based on the role that submitted the note, that would really help.

Thanks for considering my suggestion. Hope you can make it happen!

George

### Total Likes

1