

Ideas

ID	045494	Submitted by	-hidden-
Status	Submitted	Last modified	08-05-2024 13:52
Date of report	08-05-2024 13:52		
SLA			

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Unfortunately, it is not possible to pick up every Idea and not every Idea will receive a reply.

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 which ideas to implement.

If you have an immediate need for a feature please submit a [Change Request \(https://discover.claromentis.com/forms/changes\)](https://discover.claromentis.com/forms/changes) instead.

Short summary of idea*

Infocapture: Add Notes and change Status in single step

Application/Area

Infocapture

Description

Currently in Infocapture it is two steps to (1) add a note and hit save then (2) change the ticket status at the bottom of the form and hit save again. (Statuses like: "Pending Customer" or "Pending Helpdesk".)

It would be nice if in the notes section you could add a note and also select a new status option and hit save only once that would both update notes and the status at same time and send one email with this update.

Currently with my implementation of a help desk ticketing system it is two steps per update. Once for note, once for the ticket status update.

On a back and forth conversation, if you and the user added 4 notes each, that's 8 total notes and 8 total status changes which means someone may be getting 16 total emails filling their mailbox. Ideally it should just be 8 total emails (plus the single original ticket opening email). I realize I could just not send an email one one of these, but then i fear missing an update at some point.

Cheers

Total Likes