

Ideas

ID	054081	Submitted by	-hidden-
Status	Submitted	Last modified	27-11-2025 09:32
Date of report	27-11-2025 09:32		
SLA			

Please feel free to submit new product enhancement ideas. Our Product Owners will review your ideas periodically and let you know personally if your Idea has been scheduled for development.

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*

Condition Sets - Not Equal To Conditions

Application/Area

Infocapture

Description

I don't know if this has ever been suggested, but the ability to define condition sets that include both equal to and not equal to statements. For example, I would like to create a condition set that defines a equal to condition, but also a not equal to condition at the same time.

For example:

I would like to define a trigger that will trigger when a user has been assigned to a ticket, but not when the status is a certain value, as I would like to do something extra.

Context is that I would like two e-mail notifications. A normal assign notification to tell the user that something has been assigned to them. However, in my form I have an authorisation requested status, and a notification that sends when a user is assigned to a ticket and the status is Authorisation Requested. The notification is tailored to say that the ticket requests their authorisation in order to continue. But, the issue is, that because the normal ticket assigned to trigger also triggers, the user receives two e-mail notifications, the authorisation one and the normal assigned to notification. If I were to specify that the normal assigned notification should trigger when the assigned to user has changed, but not when the status is Authorisation Requested, the user would only receive the necessary notification.

This is one use case only, but there have been other instances where having the ability to define a NOT EQUAL TO condition set would have made the InfoCapture form more graceful.

Total Likes