

Setting up the BST helpdesk - Feature #34

Add ticket type

04/19/2018 12:49 PM - Jon Ambler

Status:	New	Start date:	04/19/2018
Priority:	Normal	Due date:	
Assignee:	Jon Ambler	% Done:	0%
Category:	helpdesk	Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour

Description

Add a new field to the tickets, their "Type"

The type can be:

- Query (or something else)
- Support request
- Project

This will be assigned by the person who takes the ticket.

Key design questions:

- How will the field be included in the database?
- How will the assignment work?