Deskpro

Feature Request > Allow the ability for Admins to restrict Date/Time > اقتراحات > مركز المساعدة
custom field selections to working hours

Allow the ability for Admins to restrict Date/Time custom field selections to working hours
Collecting Feedback

- Gerald Buechter
- اسم المنتدى: #Feature Request

We use the date/time custom field feature in the user contact form to offer calls within 7 days of opening the ticket. That means, 7 calendar days, so looking at a weekend, you really have 5 actual days out of those 7. The user can set a time and date when they want a remote log-in or call to their desk. The agent then proactively schedules with them – or makes other scheduling proposals. The ability to select all hours here is problematic.

We would like to be able to filter the date and time slots available by pulling from TICKETS -> Settings -> Default Working Hours.