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Add Filter condition for empty date fields & add custom date fields as conditions for Escalations Collecting Feedback

• IS Jeroen van der Steen

• Forum name: #Feature Request

We've recently been adding some custom date fields to tickets to help streamline certain processes. There are two related features that would be really nice to have:

- 1. Ability to add a filter condition 'has a value' or 'does not have a value' for custom date fields. Currently, the only options are 'before', 'after' and 'between', but sometimes it is more relevant when a date field is not set. Example: with a custom date field 'ordering deadline' and a custom date field 'order received', a filter that shows just the tickets that passed the ordering deadline without having a value in the 'order received' field would be useful. A current workaround requires an extra custom field (e.g. a checkbox) to achieve the same effect.
- 2. Escalations that run based on dates in custom fields would also be really nice. This would allow automatic actions when deadlines defined in custom fields have passed.

Comment (1)

G **Gemma**

8 years ago

It would be extremely helpful if when configuring a date field trigger, it allowed you to select a relative date in the future. At the moment this is only available using a specific dates.