Trigger support for billing Declined

- CC Christopher Callaham
- **Forum name:** #Feature Request

Add support to the trigger system to check and see if billing info is there. On that same note a trigger action that would generate a popup. Basicly a way that if a agent hasn't entered any billing (and billing is required) a pop up can be shown saying Please Add billing time) and the trigger action can be to set the ticket awaiting agent.

Comments (2)

Security Test
13 years ago
A trigger is something that causes actions based on the property of a ticket; it can't be used for validation like this.You could do this using the widget system and some custom javascript programming; but it's not a trivial thing to do.
CC **Christopher Callaham**
13 years ago
That's fine, is there a placeholder value to see if the ticket contains billing entries or would the database calls need to be done directly?