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Create a check list for a workflow in ticket interface Collecting Feedback

- AJ Azeem Javed
- **Forum name:** #Feature Request

I want to be able to add a function where can add a check list for example:

We select a workflow that says Install Anti-Virus.

It then shows a procedure check list where we need to tick off all the items.

Comment (1)

PB Philipp Bartsch

3 years ago

You can set up multiple custom fields each representing one item of your checklist (Toggle (on/off) for example). Then you would create a department "Workflows" and design a specific ticket layout for that department that includes all of the new checklist item fields. By moving a ticket to that department all of these fields will be visible in the ticket properties. Plus you can set triggers acting upon ticking the check boxes. Moving the ticket or notifying certain people ...