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

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- **Naam forum:** #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.

Reactie (1)

G **Gemma**
8 jaar geleden
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.