



 $\underline{\text{Hjelpesenter}} > \underline{\text{Samfunnet}} > \underline{\text{Feature Request}} > \underline{\text{Improve Task Functionality}}$

Improve Task Functionality Report

- KG Kim Gilmour
- Forum Navn': #Feature Request

Recommending the following functionality to improve how tasks can be utilized:

- Enable deleting tasks
- Enable search/filter (not just sort) on tasks screen by
- agent
- linked ticket fields
- due date
- completion (want to be able to remove completed tasks from my view)
- Combine all tasks assigned to an agent in 1 email sent out on a basis as defined in the admin
- include due date, ticket number, ticket subject for each task
- $\hbox{- Trigger options for tasks to include more functionality with email notification and reassigning of ticket etc.}\\$