

Service Desk - Feature #1939

in Service desk When “Closed” option is selected, kindly disable and uncheck the checkbox “Is update To Intellect”

13/06/2025 10:28 AM - Krishna Kanth A

Status:	New	Start date:	13/06/2025
Priority:	Normal	Due date:	
Assignee:	Bhanuchander Sannidhanam	% Done:	0%
Category:		Estimated time:	0:00 hour
Target version:		Spent time:	0:00 hour
Deployed In:		Category:	
Description Hi Bhanu Sir, When “Closed” option is selected, kindly disable and uncheck the checkbox “Is update To Intellect”. Incase when “Re-Open” or “Comments” checkbox option is selected, then enable the checkbox “Is update To Intellect”. Kindly refer to the attached file.			

History

- #1 - 13/06/2025 10:29 AM - Krishna Kanth A
- File 1939_TicketStatus_UpdateIntellectcheckbox.jpg added
 - Tracker changed from Bug to Feature
 - Assignee set to Durga Konduru
- #2 - 13/06/2025 10:41 AM - Durga Konduru
- Assignee changed from Durga Konduru to Bhanuchander Sannidhanam

Files

1939_TicketStatus_UpdateIntellectcheckbox.jpg	120 KB	13/06/2025	Krishna Kanth A
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