

Smart IT - Allow definition of 'Global' Preset Filters for Ticket console

The OOTB application gives users two default basic Ticket Console Preset filters - however customers should be able to change the definition of these OOTB filters and/or add to them to create their own global presets that are visible to all users.

I would therefore like to see a new option underneath the 'Configuration' menu (only available to administrators) to allow the definition and management of Presets to include the following:

- Addition of new Global Presets
- Alteration of OOTB Global Presets
- Deletion of Global Presets
- Creation of Presets that are only visible to certain Support Groups