

Provide ability to set Queue on Category for Auto Routing Incidents (Out of box setting)

Lot of customers want to assign Incidents based on Category based on SMEs etc it would be nice to have an option to assign Queues on category form and setting to enable assignments if this queue is populated.

Workaround - maintain workflows

Queue is populated or updated on each category

Category

Category * Applications
Abbreviation AP
Category Type
Parent Category
Category Description

Available for Incidents
 Available for Service Requests
 Display in Self Service

Incident Handling Information

Follow Up
After 0 Hrs
Urgency
Queue Network Management

Application setting will give option to OPT in or OPT out

Home General Application Settings

Default Currency USD

Use the Organization's default business hours to calculate the Due Date
 When the Priority changes, recalculate the Due Date without user input
 Use Opened Date instead of Current Date to recalculate Due Date
 Automatically insert the logged in User ID and the current time into Note fields
 Start scrolling broadcast messages for all users
 In accounts lists, display Remedyforce accounts by default
 Alert if a collision is detected while linking a CI or service to change requests
 Auto assigning to Queue if queue populated on Category
 Auto assign to Queue if Queue is populated on Primary Configuration Item
 Enable staff members to provide feedback on BMC Remedyforce from the Remedyforce Console

Closing Records with Linked Open Tasks
Linked open tasks must be closed before closing:
 Incidents
 Change Requests
 Problems
 Releases

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Submitted based for customers