

Smart IT : Activity Log should capture Assigned Support Group

In Smart IT 1.5 the Activity Log captures only the Assignee name (the note is "Assigned to: Agent-X by Agent-Y").

But if after the Activity Log was updated with the Assignee name and after that the ticket is assigned to another support group, the Activity Log is not showing the new information.

It is not possible to see where the ticket was assigned previous or how many times the ticket was re-assigned.