

Smart IT - Reminder function for Incidents and Work Orders

Hi all,

in the Midtier you have the possibility to add a reminder to your Incident or Work Order

The screenshot shows the 'Reminders' form in the BMC Software Midtier. The form is titled 'Reminders' and has two tabs: 'Show Reminders' and 'Create Reminder'. The 'Create Reminder' tab is active. The form contains the following fields and controls:

- Notify***: A dropdown menu with 'Individual' selected.
- Link to Request-ID**: A text input field containing 'INC000000017537'.
- Recipient*+**: A text input field with a dropdown arrow on the right.
- Form**: A dropdown menu with 'Incident' selected.
- AR Login**: A text input field.
- Time*+**: A date and time input field containing '1/6/2017 2:29:05 PM' and a calendar icon on the right. Below this field is the text 'Note: Time default to 1 hour ahead'.
- Subject**: A text input field containing 'INC000000017537'.
- Message***: A text input field.
- Save**: A button located below the Message* field.
- Close**: A button located at the bottom left of the form.

I would like to see the same function in SmartIT, so that an Agent can configure a reminder for an Incident or a Work Order.

This function offers the possibility to work more efficiently.

Thanks for voting and best regards,

Calo