

Email notifications to Assigned Support Group or Assignee after ticket is updated

At the moment, whenever a ticket (Incidents/Work Orders) is updated by the customer or different agent than the assignee, the Assignee will have no way to be notified. If agents are working with hundreds of tickets, it will be very hard for them to check them all for the latest updates.

The Assigned Support Group should get an email notification when the Customer updates the Request in DWP or someone else from outside of the support group.

This is valid for both Incident and Work Order.