

SRD, User Instructions, not shown in Remedyforce Console

Remedyforce displays "User Instructions" for a SRDs, to client users in Self service portal. This is very useful information.

But these user instructions are not being shown for Staff users, when the same Service Requests are created via Remedyforce Console. This creates a big gap as Staff users missing out on the important information that should have been checked.

Staff users (1st line and otherwise) are always using Console and they are expected to create SRs on behalf of the Clients and themselves.