

Formcreator - Bug #4879

Don't use priority in target form

04/18/2014 09:47 AM - orthagh

Status:	New	Start date:	04/18/2014
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:			

Description

priority is deducted from urgency and impact on itil process

urgency -> user input on ticket creation (we can keep this field)

impact -> technician input on ticket qualification

priority -> defined in "Matrix of calculus for priority"

This matrix is available on "Setup > General > Assistance" menu.

To discuss