Planned start

To activate Planned start, open Settings and Setup

Activate Planned start

After changing the setting, remember to push Update to save the change.
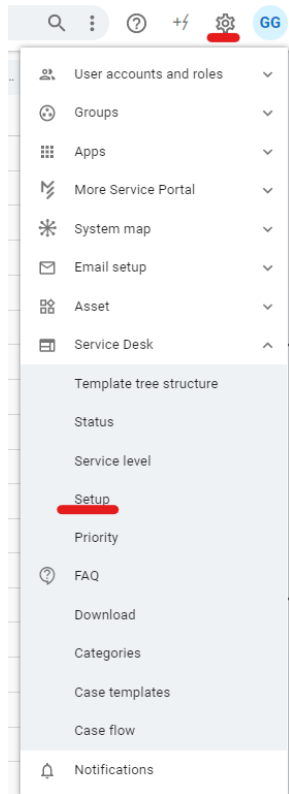
Settings for the case registration form

☐ Require **phone number for user** during registration
☐ Require **affects** to be chosen at case registration
🟩 Require **category** to be chosen at case registration
☐ Require **priority** to be chosen at case registration
☐ Require **object** to be chosen at case registration
☐ Require **object** to be chosen when a case is solved
🟩 Use **SLA** in case window
🟩 Use **Affects** in case window
🟩 Use **Planned start** in case window
☐ Send warning when responsible agent changes often
☐ Exclude external users when searching

UPDATE

The Planned change column can be displayed by opening the Column list and activate the coulumn.
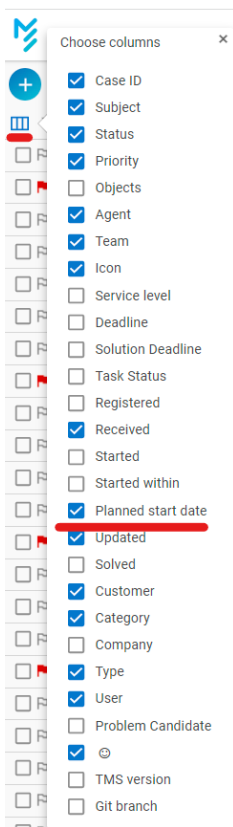
After the change you can save the view.

When you open an existing case or creates a new one the Planned start date field will appear in the case window.

When the case is saved the date will be displayed in the case list.

You can filter and sort planned start the same way as the other columns by dragging the column to the grouping field.