Dates

Introduction

Tickets in RT have several date fields:

- Created
- Starts
- Started
- Resolved
- Due
- Told
- LastUpdated

Starts and Due dates work like expected (planned) time boundaries, while Started and Resolved are set after things happen. How this works is described below.

Description

Created

This is the first one that is set during creation of a ticket and cannot be changed using the UI.

Starts

Starts refers to the first correspondence to a ticket after it is opened. Presumably the date where the customer is reviving the first response. This is a local customization.

Started

RT uses Started date to indicate time when a user actually begins work on the ticket. This date is set to "now" automatically when status of the ticket is changed from 'new' to any other value. So if the server is configured to 'auto open' tickets on correspond, then it's set on correspond. However, if somebody opens it before any correspondence then it's also set.

Try next tests:

- create a ticket, click the open action and look on the dates box
- create a ticket, click the resolve action and look on the dates box

Resolved

Resolved date indicates time when the ticket has been closed and RT set it automatically when user or Scrip changes status of the ticket to inactive value.

Due

Due date defines a deadline for the ticket. You can implement SLA or projects' deadlines using this field. Editable and optional. Local Default is usually a week from 'Created'.

Told (Last Contact)

Is set when inbound user replies to a ticket or can be set manually.
Changing dates

Users who have the correct rights can set Starts, Started, Told and Due dates. These dates and others can be set automatically as described above.

To change a date, open a ticket and click on title of the 'Dates' box or 'Dates' subtab in the menu. From this page, you can adjust dates of the ticket.

To change any of these dates, type the new date in the text box and click the Submit button. In recent versions you can use calendar popup to pick a date.

Unset (delete) Date

To delete date or clear date, simply enter the number 0 in the date field and save. This will change the date field to "not set".

Searching by dates

It's possible to search using not only absolute dates like '2009-11-30', but also relative dates like '7 days ago'.