

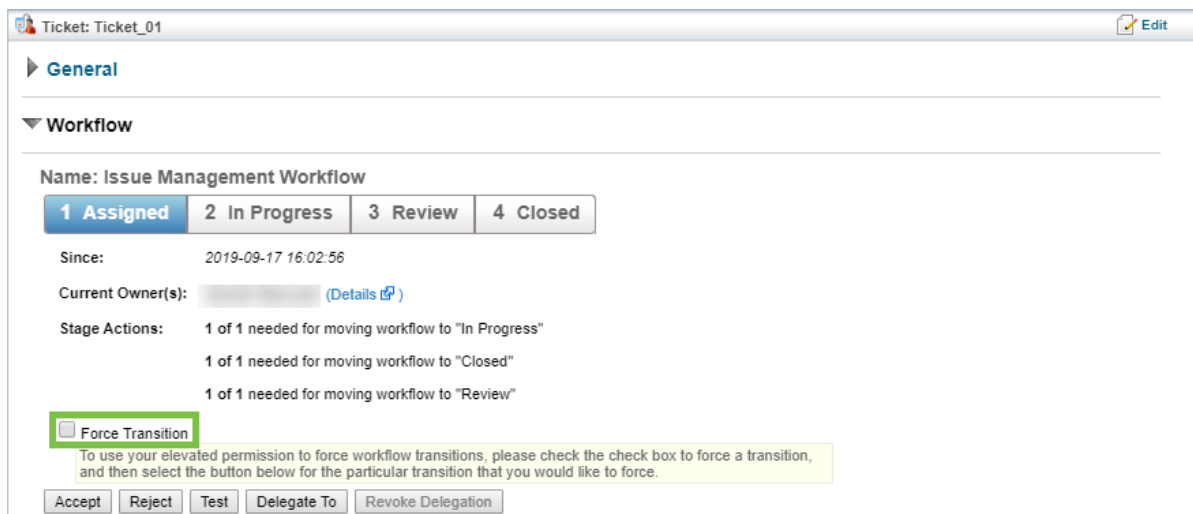
Force a Stage Transition

Any user with appropriate permissions can force the stage transition of a workflow for objects such as tickets, exceptions, or incidents, when the stage stakeholder fails to transition the workflow to the next stage in time. To force the stage transition in a policy workflow, the user must be a primary owner of the policy. This can allow you to move the workflow stage forward, even if all stage requirements have not been met. The following table lists the objects and the permission or ownership criteria required to force a stage transition.

Object	Criteria
Ticket	Manage permission
Exception	Approve permission

To force a stage transition:

1. Select the object to open its details page.
2. In the **Workflow** section, click the **Force Transition** checkbox and click the desired action to complete the transition.



The screenshot shows a web interface for a ticket titled "Ticket: Ticket_01". The "Workflow" section is expanded, showing the "Issue Management Workflow" with four stages: "1 Assigned", "2 In Progress", "3 Review", and "4 Closed". Below the stages, there are fields for "Since" (2019-09-17 16:02:56), "Current Owner(s)", and "Stage Actions". The "Force Transition" checkbox is highlighted with a green box. A yellow tooltip message reads: "To use your elevated permission to force workflow transitions, please check the check box to force a transition, and then select the button below for the particular transition that you would like to force." Below the tooltip are buttons for "Accept", "Reject", "Test", "Delegate To", and "Revoke Delegation".

The Force Transition checkbox.