

Delegate an Object to Another User

Assigning a ticket to another user changes the ownership of current and subsequent workflow stages. You must have Ticket View and Ticket Manage permissions to view the **Delegate To** button and assign a ticket to another user.

To assign a ticket to another user:

1. Go to **Home > Tickets**.
2. Click the ticket you want to assign to another user.
3. Assign the user or team using one of the following methods:
 - **More Action** dropdown:
 - Click **More Action > Delegate**.
 - Click the **Select User** or **Select Team** field and select the user or team that you want to assign the ticket to.
 - Click **Comment** field and add a comment.
 - Click **OK**.
 - **Details**:
 - Click **Details**.
 - Click the **General** tab.
 - Click the **Workflow** section.
 - Click **Delegate To**.
 - Locate the user or team that you want to assign.

Name: Default Ticket Workflow

| | | | |
|--------------|----------------------|-----------------|-----------------|
| 1 New | 2 In Progress | 3 Review | 4 Closed |
|--------------|----------------------|-----------------|-----------------|

Since: 2016-08-10 10:22:19

Current Owner(s): [Team \(Page\)](#) (Details [🔗](#))

Stage Actions: 1 of 1 needed for moving workflow to "In Progress"

1 of 1 needed for moving workflow to "Closed"

- Enter a comment in the **Comment** field.

- Click **OK**.

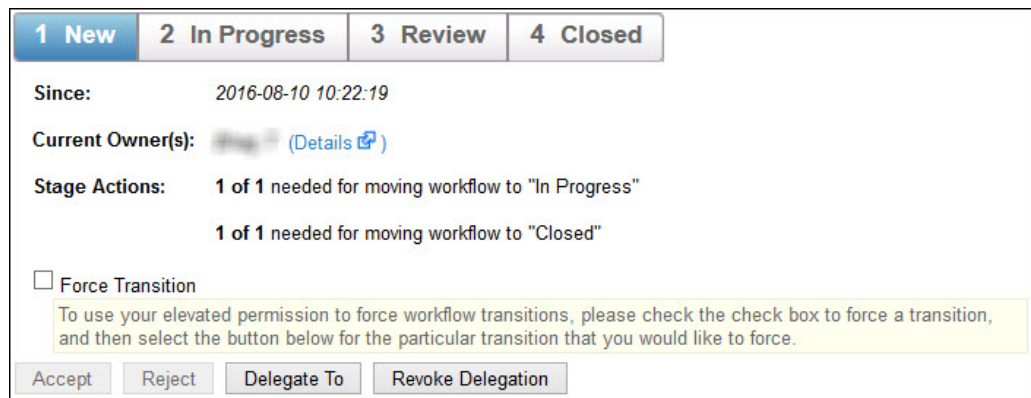
The ticket ownership will transfer from the old list of owners to the new list and the **Revoke Delegation** button will be enabled.

Revoking A Delegated Object

Revoke delegation will change the ownership of current and subsequent workflow stages. The **Revoke Delegation** option is not enabled for delegated tickets unless you have Ticket View and Ticket Manage permissions.

To revoke an assigned ticket:

1. Go to **Home > Tickets**.
2. Click the ticket you want to revoke.
3. Revoke delegation using one of the following methods:
 - **More Action** dropdown:
 - Click **More Action > Revoke Delegation**.
 - Enter the reason or comment for revoking delegation access.
 - Click **OK**.
 - **Details**:
 - Click **Details** to open the **Ticket** details page.
 - Click the **General tab > Workflow**. If the ticket is already delegated, then the **Revoke Delegation** button will be enabled.



The screenshot shows a ticket details interface with a workflow progress bar at the top containing four stages: 1 New, 2 In Progress, 3 Review, and 4 Closed. Below the progress bar, the 'Since' field shows the date and time '2016-08-10 10:22:19'. The 'Current Owner(s)' field shows a user profile icon and a '(Details)' link. The 'Stage Actions' section lists two actions: '1 of 1 needed for moving workflow to "In Progress"' and '1 of 1 needed for moving workflow to "Closed"'. There is a checkbox labeled 'Force Transition' with a yellow tooltip that 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.' At the bottom of the form, there are four buttons: 'Accept', 'Reject', 'Delegate To', and 'Revoke Delegation'.

- Click **Revoke Delegation**.
- Enter the reason or comment for revoking delegation access.
- Click **OK**.