

Determining Stage Transition Mode

Users can transition the workflow stage if they are the stage stakeholder, or if they possess the ownership or appropriate permissions. The **Workflow History** section shows how ticket, exception, incident, and policy workflow stages were transitioned and by whom.

The **Force Transition** column indicates whether the transition was forced and the **User** column displays the stakeholder who completed the transition or action.

Workflow History							
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Date	Stage	Action	To Stage	Force Transition	User	Target User	Comment
2019-09-17 16:02:56	N/A	Start Workflow	Assigned	No		N/A	Ticket workflow started

The Workflow History section.