Delegating an Object to Another User

Assigning a ticket to another user changes the ownership of current and subsequent workflow stages. Unless you have the Ticket View and Ticket Manage permissions, the **Delegate To** button is not visible for you to assign a ticket to another user.

To Assign a Ticket to Another User:

1. Go to **Home** > **Tickets**.

2. Locate the ticket, select it, perform the below steps:

   1. From the **More Action** drop-down list, select the **Delegate** option.

   2. The **Delegate To** dialog box appears, locate the user or team that you want to assign, in the **Select User** or **Select Team** field.

      Here you can also select multiple users

   3. Enter the comment in the **Comment** field and then click **OK** button.

OR

- Click **Details** option. The **Ticket** details page appears.
- Go to **Workflow** section, in the **General** tab. The ticket workflow stage is displayed.
- Click **Delegate To.** The **Delegate To** dialog box appears.

   Locate the user or team that you want to assign. Here you can also select multiple users.

- Enter the comment in the **Comment** field.
- Click **OK** button.

The ticket ownership transfers from the old list of owners to the new list and the Revoke Delegation button is enabled.

Revoking A Delegated Object

Tickets that are delegated can only be revoked delegation. The revoke delegation will change the ownership of current and subsequent workflow stages. Unless you have the Ticket View and Ticket Manage permissions, the **Revoke Delegation** option is enabled for the tickets that are delegated.

To Revoke an Assigned Ticket:

1. Go to **Home** > **Tickets**.

2. Locate the ticket, select it and perform the below steps:
   1. From the **More Action** dropdown list, select the **Revoke Delegation** option.

   2. The **Comments** dialog box appears.

   3. In the **Comment** dialog box, enter the reason or comment for revoking delegation access.

   4. Click the **OK** button.

OR

- Click **Details** option. The **Ticket** details page appears

- Go to **Workflow** section, in the **General** tab. The ticket workflow stage is displayed. If the ticket is delegated already then the **Revoke Delegation** button is enabled.

- Click **Revoke Delegation** button. The **Comments** dialog box appears.

- In the **Comment** dialog box, enter the reason or comment for revoking delegation access.

- Click **OK** button.

The ticket ownership transfers from the delegated user to the delegated by the user.