

Assigning a Ticket 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 to 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, then click **Details**.
3. Click **Workflow**.

Name: Issue Management Workflow

1 Assigned	2 In Progress	3 Review	4 Closed
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Since: 2019-09-17 16:02:56

Current Owner(s): [Redacted] ([Details](#))

Stage Actions:

- 1 of 1 needed for moving workflow to "In Progress"
- 1 of 1 needed for moving workflow to "Closed"
- 1 of 1 needed for moving workflow to "Review"

Force Transition

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.

A ticket's workflow stages.

4. Click **Delegate To** to open the **Select User** window.
5. Locate the user or team that you want to assign, then click **OK**. You can select multiple users, if desired.

The ticket ownership will transfer from the old list of owners to the new list.