

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
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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.

4.

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

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. Locate the ticket, select it and perform the below steps:
 - Click **More Action > Revoke Delegation**.
 - Enter the reason or comment for revoking delegation access.
 - Click **OK**.
- OR
- 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 workflow interface with four tabs: 1 New, 2 In Progress, 3 Review, and 4 Closed. The 'In Progress' tab is selected. Below the tabs, the following information is displayed:

- Since:** 2016-08-10 10:22:19
- Current Owner(s):** [User Name] (Details [link])
- Stage Actions:**
 - 1 of 1 needed for moving workflow to "In Progress"
 - 1 of 1 needed for moving workflow to "Closed"
- Force Transition

A yellow tooltip box contains the text: "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, there are four buttons: Accept, Reject, Delegate To, and Revoke Delegation. The 'Revoke Delegation' button is highlighted in a light blue color, indicating it is enabled.

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