

Forcing Stage Transitions

Any user with appropriate permissions can force the stage transition of a workflow, for objects such as tickets, exceptions, findings, or incidents, when the stage stakeholder do not transition the workflow to the next stage in time. Forcing the stage transition in a policy workflow requires that the user own the policy. That is, only a primary owner can force the transition. When a workflow stage is set to advance automatically to the next stage at a specified percentage or any or all of the stakeholders have performed a certain action, force transition will facilitate moving the stage even though the specified trigger may not have been achieved. The following table lists the objects and the permission or ownership criteria required to force a stage transition.

| Object | Criteria |
|-----------|--------------------|
| Ticket | Manage permission |
| Exception | Approve permission |

To force a stage transition:

1. Select the object to open its details page.
2. In the **Workflow** section, check the box next to Force Transition, and click the desired action to complete the transition.

Name: Default Ticket Workflow

Legend ■ Current Stage ■ Stages Visited ■ Yet to visit Stage

1 New **2 In Progress** **3 Review** **4 Closed**

Since: 2021-05-19 07:30:19

Current Owner(s):

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

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.

The Force Transition checkbox.