

Linking a Ticket to an Entity

Links between entities and tickets are permanent. Links map workflow stage stakeholders to entity ownership types and allow you to run reports on entities and their corresponding tickets.

The Default Ticket Workflow assigns stage stakeholders based on their entity ownership type. To automatically assign ownership of the tasks related to the ticket process, you must link the entity or entities to which the ticket applies.

Links to incidents display on the Ticket > Link page. You can link tickets to incidents from the Home > Incidents page.

To link a ticket to an entity:

1. Go to **Home > Tickets**.
2. Locate the ticket, select the ticket, and click **Details**.
3. Open the **Linked To** section.
4. Click **Add Entities**. The **Select Entities** window displays.
5. Select a type of entity and click **Search**. A list of entities displays.
6. Select an entity and click the down arrow to move it to the **Selected Entities** field.
7. Click **OK**.

The ticket is now linked to the entity. If you are creating a new ticket, move it to the first stage of the workflow process as described in [Transitioning a ticket to the next stage](#).