

Other Stage Options

Ticket, Incident, and Exception workflow stages (except as noted) present the following additional options for advanced settings.

Option	Workflow Type	Description
Notify selected stakeholder	Ticket, Incident, and Exception	Notify the stakeholder selected in this stage.
Notify owner	Ticket, Incident, and Exception	Notify object owners regarding the object creation.
Allow submitter/requester to make changes	Ticket, Incident, and Exception	<p>If checked, the original submitter or requester can change the ticket or exception request.</p> <p>Note:</p> <ul style="list-style-type: none"> The workflow option has no bearing on the ticket's owner, who can always make changes to the ticket. If a user has the object Manage permission or is a stakeholder, then they will be able to make changes to the object regardless of whether the option is checked.
Allow additional stakeholders to be added	Ticket	If checked, allow additional stakeholders to add to the stage.
Add Option	All	Click to add reminder and escalation options. For more information, see Sending Reminders and Escalations to Stakeholders .
Notify by sending...	All	Notify by sending an e-mail to each stakeholder individually, or by sending a single e-mail to all stakeholders.

		<p>For example, if a workflow stage has 2 normal stakeholders and 3 email, only stakeholders and the user selects the below option,</p> <ul style="list-style-type: none"> • Notify by sending email individually to each stakeholder: 2 emails are sent to normal stakeholders in TO list with no one on the CC list and 1 email is sent to email only stakeholders on the CC list with no one on the TO list. • Notify by sending single email to all stakeholders: 1 email is sent which includes 2 normal stakeholders in TO list and 3 email only stakeholders in CC list.
Advance to the next stage when...	Ticket and Exception	Automatically advance to the next stage when any, all, or a specified percentage of stakeholders have performed the specified action.