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Assign to someone else in the same support group

Date

2011/03/10

What

Original request from Olaf/Zhechka:

- create a new field called 'Preferred person' that anyone from the Assignment Group can fill in.
- when this field is filled in, send an email to the preferred person, telling him he should take the ticket in hand.
- let the preferred person put the ticket In Progress.

Request after discussion with Olaf/Mats:

- be able to assign to someone in the same support group (i.e. more or less click on the persons, not only the group, when searching in Assignment Group).
- be able to assign to someone else in 3rd line while being in 2nd line (ex: 2nd line ELFms or 2nd line LFC).
- be able to assign to someone from your functional element, when being the functional manager.
- don't give the possibility to the service desk to assign to individuals in other groups, unless in the service desk group itself.

Currently

Current ACLs on 'Assigned to' field:

Field	Privilege	Roles
task.assigned_to	write	task_editor, itil, catalog
incident.assigned_to	write	maint only (even admin can't edit)
u_request_fulfillment.assigned_to	write	on role maint only (even admin can't edit)
sc_req_item.assigned_to	write	maint only (even admin can't edit)
kb_submission.assigned_to	write	on role maint only (even admin can't edit)

UI Policy on Incident: 'Assigned to' field is not visible when 'Incident state' is 'New' or 'Assigned' UI Policy on Requests: 'Assigned to' field is not visible when 'Current task state' is 'New' or 'Assigned'

Business Rule Script for Incident: 'Remove assignee if state is Assigned' Business Rule Script for Request: 'Remove assignee if state is Assigned'

Client Script on Incident.incident_state (onChange). If incident_state = 3 (In Progress), then fill in assigned_to if the user is ITIL. If incident_state = 2 (New), then clear out assigned_to.

Incident_state = 'In progress' corresponds to value = 3.

From now on

- Make 'Assigned to' not read-only anymore.

- If 'Assigned to' is filled, automatically put ticket state to 'In Progress'.

Update Set

20110311 SOPH Assign to someone else feature

Issues

-- SophieLemaitre - 10-Mar-2011

This topic: Main > AssignToSomeoneInSameSupportGroup
Topic revision: r2 - 2011-03-11 - unknown