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Associate tickets with other organizations Collecting Feedback

Eric VanTol •

Feature Request# **اسم المنتدى:** •

We often have resellers or vendors who open tickets on behalf of our customers. This presents a problem because the reseller may represent many different customers. It would be nice to 'associate' a ticket with an organization while not explicitly having a user in that organization 'own' the ticket. This would provide the ability to make reports and stats more useful, as well as give the customer a full view of all their organization's tickets - opened both .by them and their contractors/vendors