Deskpro

Manager Approval Process Collecting Feedback

- Lenny LaRose
- **Forum name:** #Feature Request

Please put a field on the user interface that is only visible to organization managers. Maybe a checkbox that says 'Approved'. Another checkbox could be added to the user interface that says "Send to Manager for Approval.. When a user creates a ticket that requires their manager's approval, the ticket can be routed to the manager first, by checking the 'Send to Manager'. Then, the manager can check the 'Approved'; box and submit the ticket to the Help Desk.

Comment (1)

DB **Dan Broere**

10 years ago

Would love to also have this feature