Workflow expansion - automated paths/ Archived

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- **Forum name:** #Feature Request

It would be immensely useful if the current Workflow feature was expanded upon, to allow different tech groups to move tickets into different "buckets" (or categories?) as they complete their piece of a task that requires work from several tech groups. (i.e. something like workgroup paths?)

 i.e. say that you are using Deskpro to handle incoming orders for a donut shop

 - order comes in via email/form from the user or even via a salesperson tech

 - it gets moved to the orders department. They finish their task, and ticket automatically moves to the dough-kneading department.

 - once the dough-kneading department finishes their task, it moves automatically to the baking department.

 - once the baking department is finished with the order, it moves automatically to the icing & glazing department

 - icing & glazing finishes their part or the order, and it moves automatically to the packaging department

 - once the packaging department is finished, it moves automatically to the shipping department (or perhaps manually to the from display department?)

 The thought here is that often tasks in an organization are handled in a certain order by numerous departments and individuals. They should be able to complete their task and have the issue move down a path *automatically* to the next group for their part. (like an assembly line)