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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 سال پیش

Would love to also have this feature