Deskpro

Associate tickets with other organizations Collecting Feedback

- Eric VanTol
- フォーラム名: #Feature Request

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.