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Create multiple tickets from 1 user ticket submission Report

- Kim Gilmour
- **Foruma nosaukums:** #Feature Request

There are some workflows that require input from multiple departments. We track work according to tickets within a department and would benefit from a workflow to be able to auto-generate an additional ticket in a different department (or the same sometimes too) to be created when a users submits a ticket meeting certain criteria.

Ideally I'd be able to use custom fields to trigger an additional ticket creation and complete the field in that additional ticket to include the appropriate information. With the option to copy common fields between tickets (e.g. subject, message, cc'd users, etc)