



<u>Center za pomoč</u> > <u>Skupnost</u> > <u>Feature Request</u> > <u>Associate tickets with other organizations</u> Associate tickets with other organizations Collecting Feedback

• Eric VanTol

• Ime foruma: #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.