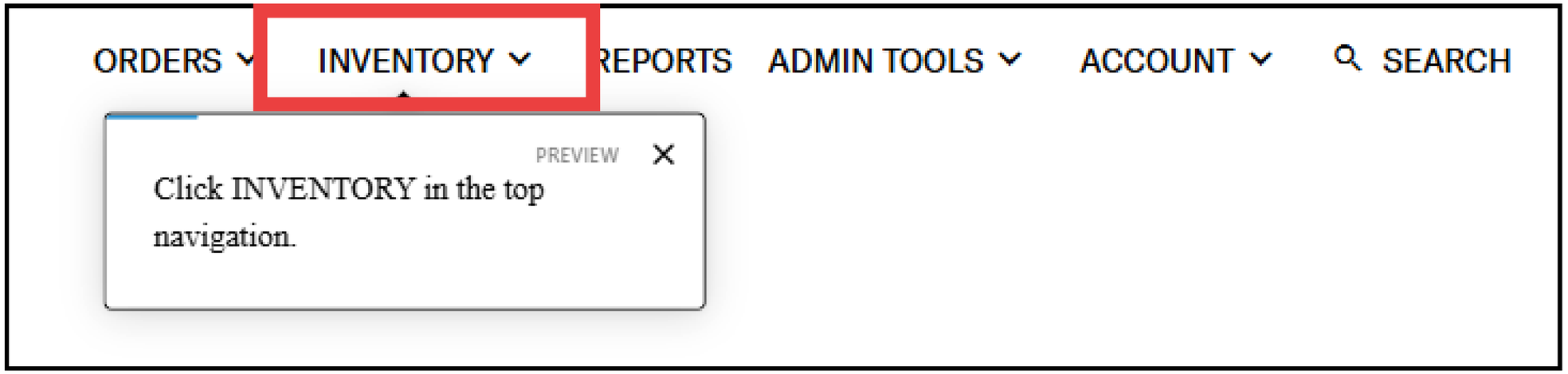
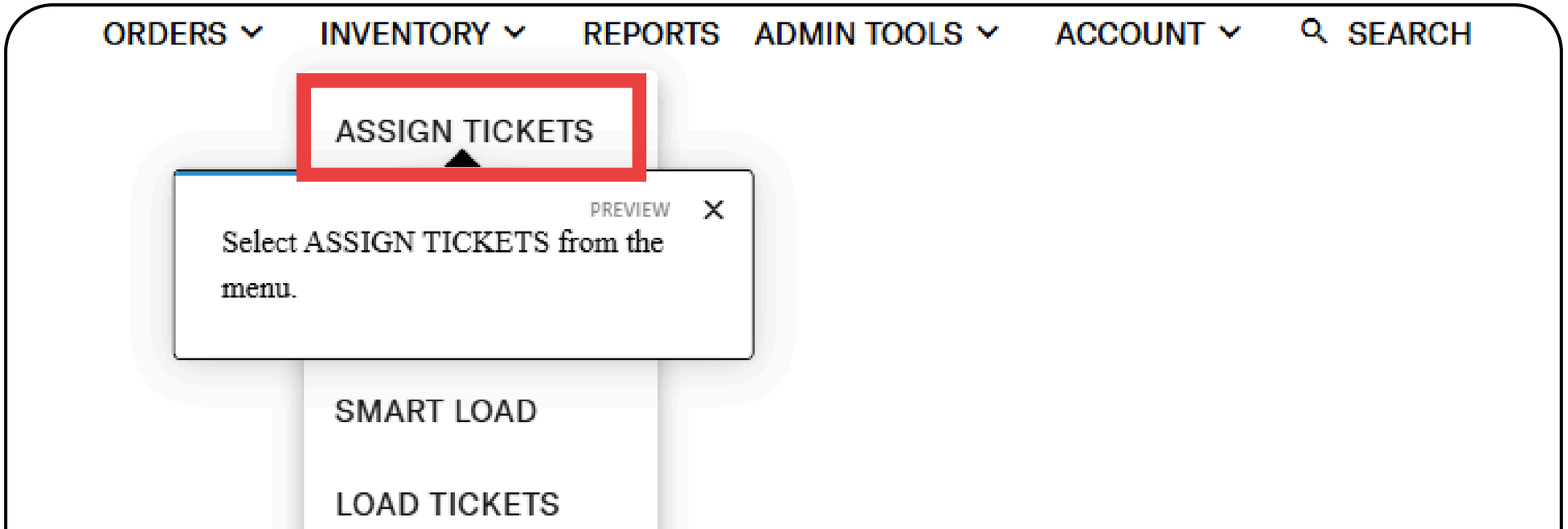
How to Assign Tickets to User

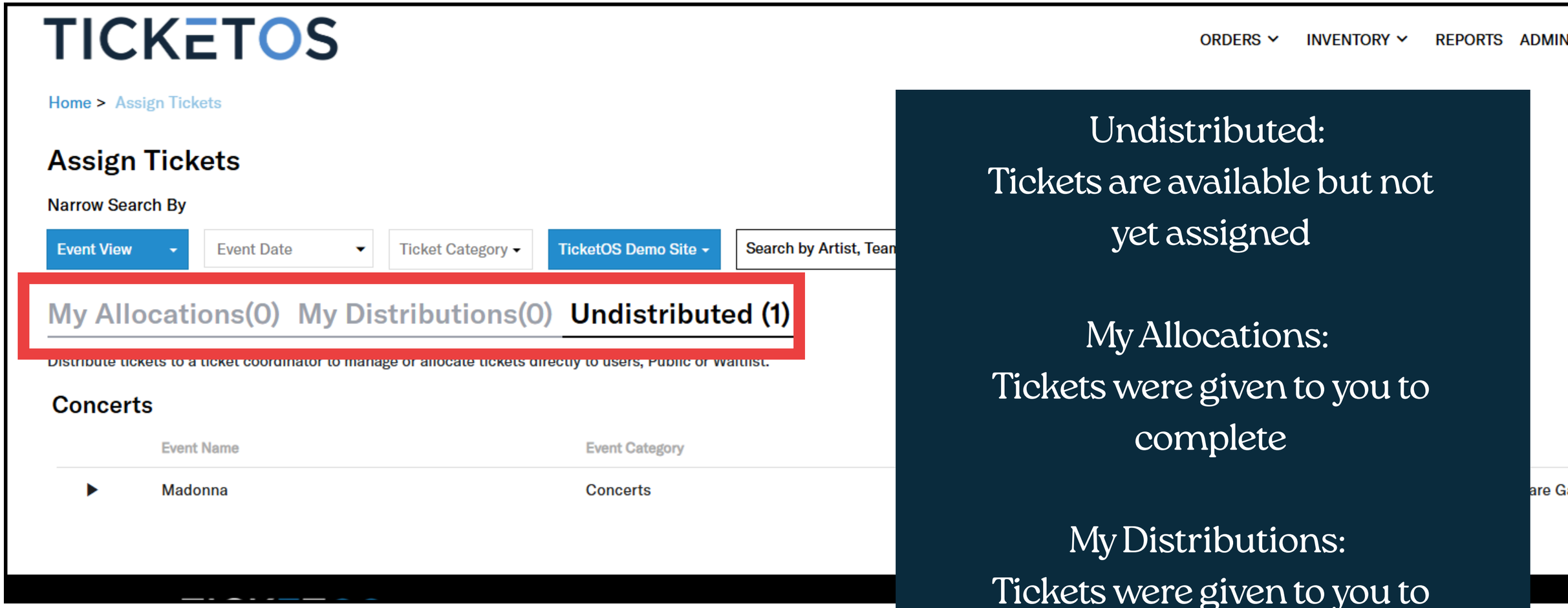
TICKETOS

Navigation (Where to Click)





Viewing Available Tickets



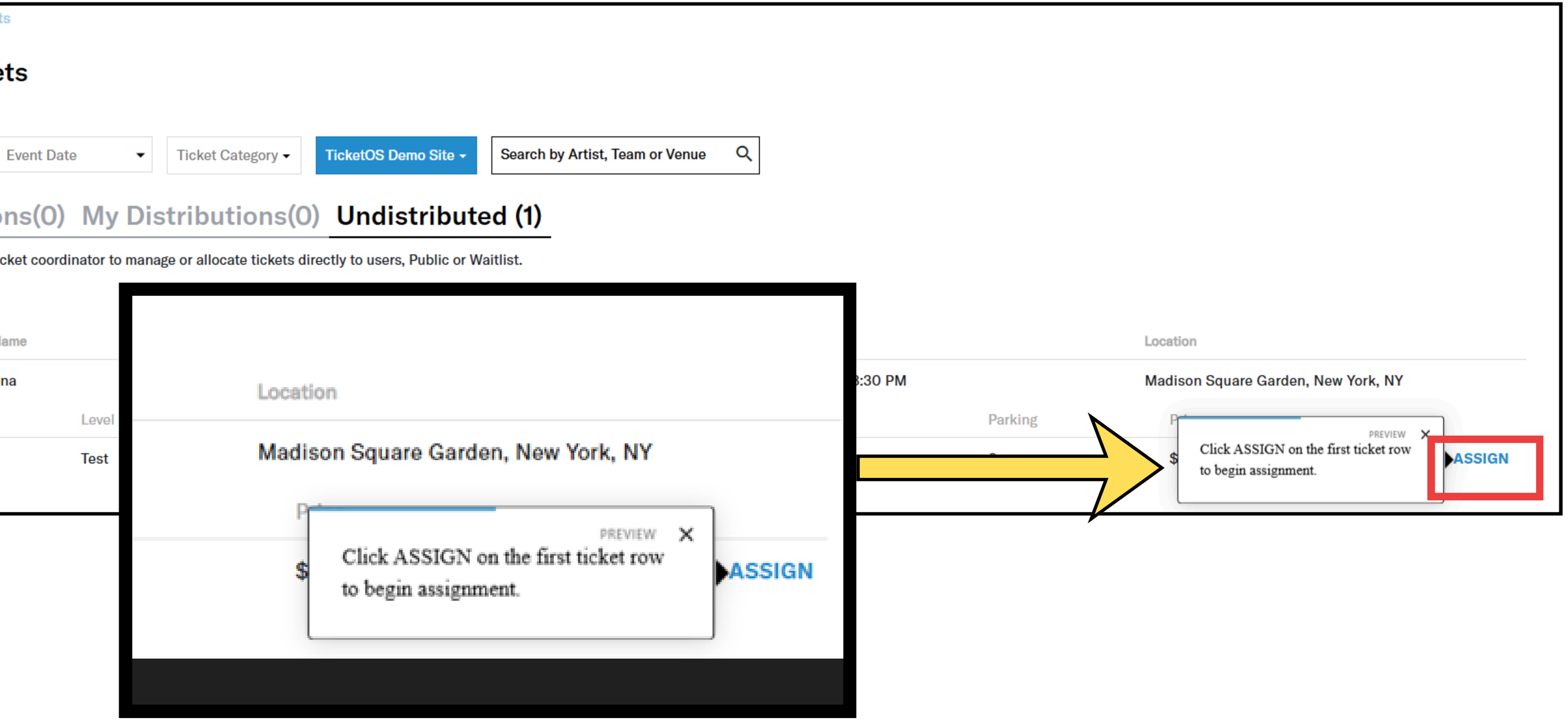
Undistributed:
Tickets are available but not yet assigned

My Allocations:
Tickets were given to you to complete

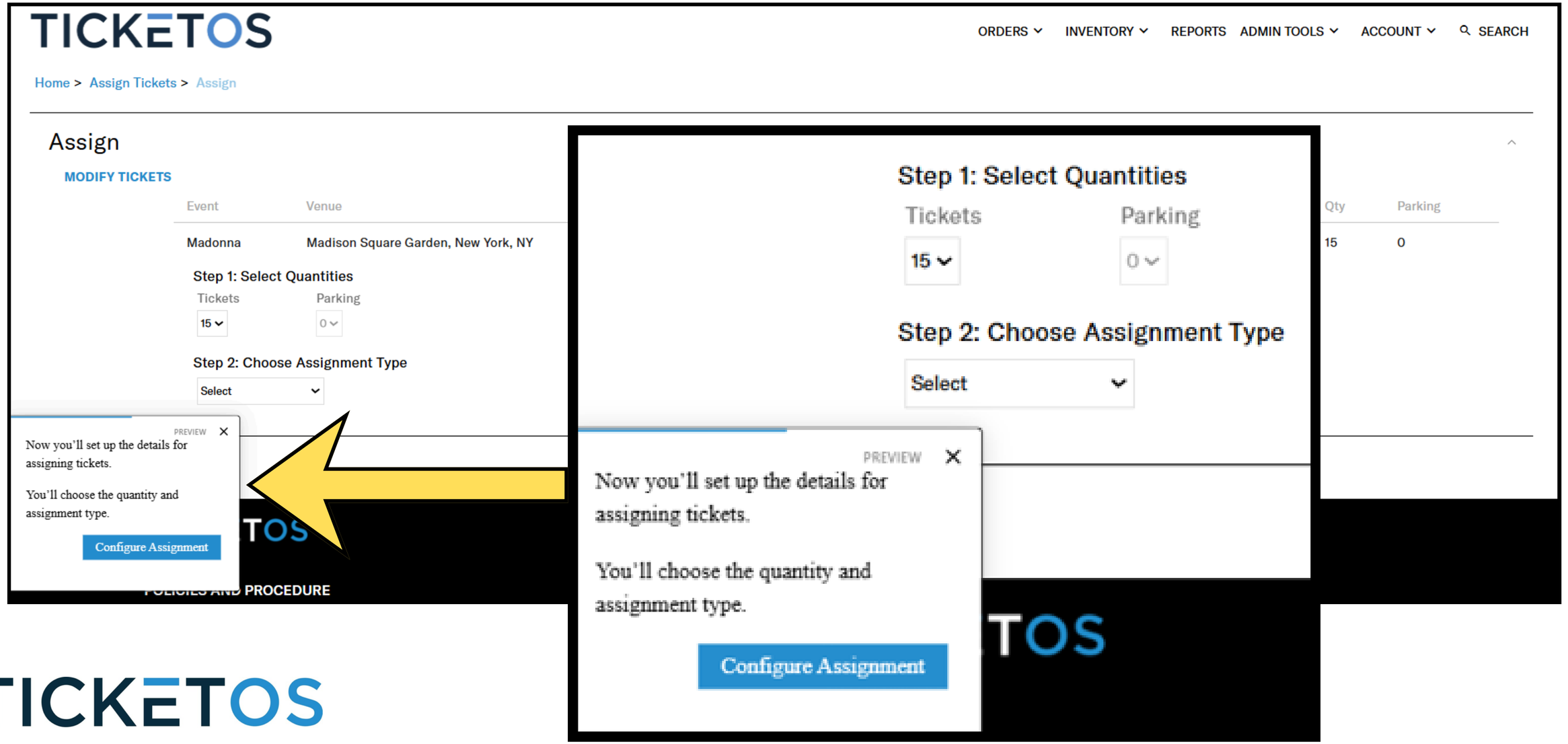
My Distributions:
Tickets were given to you to manage

TICKETOS

Assign Tickets

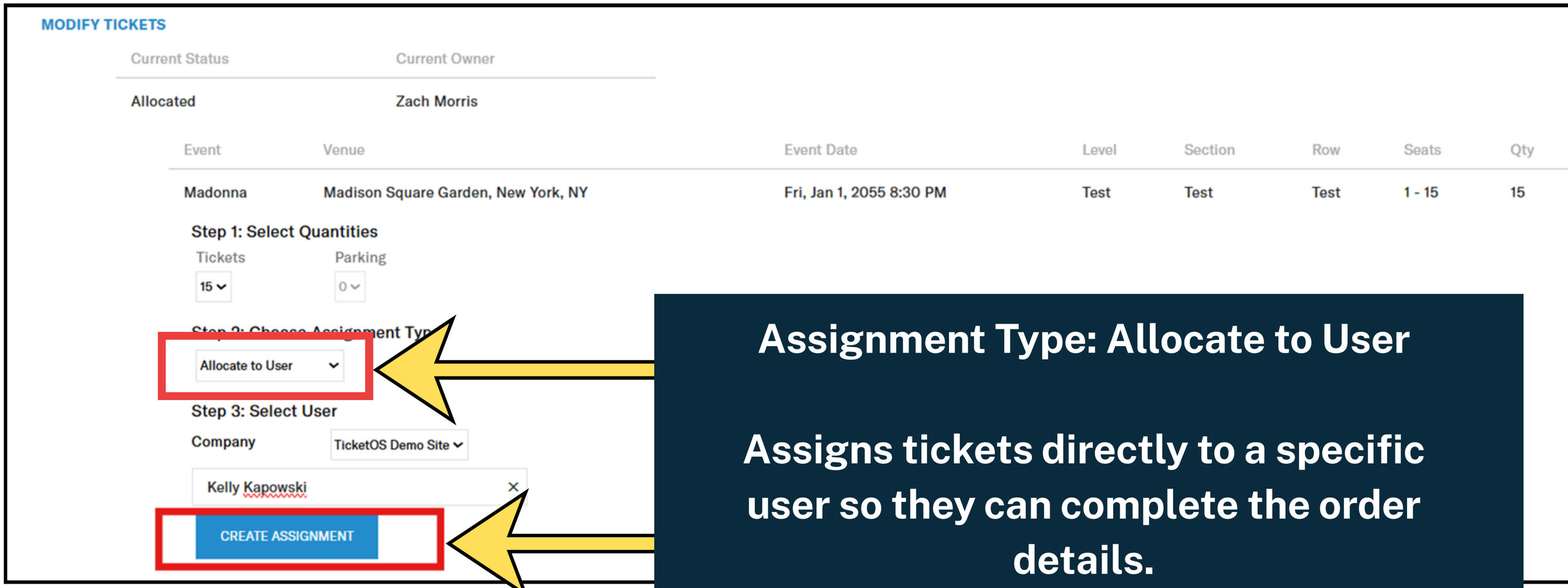


Assign Tickets



TICKETOS

Assign Tickets (Allocate to User)

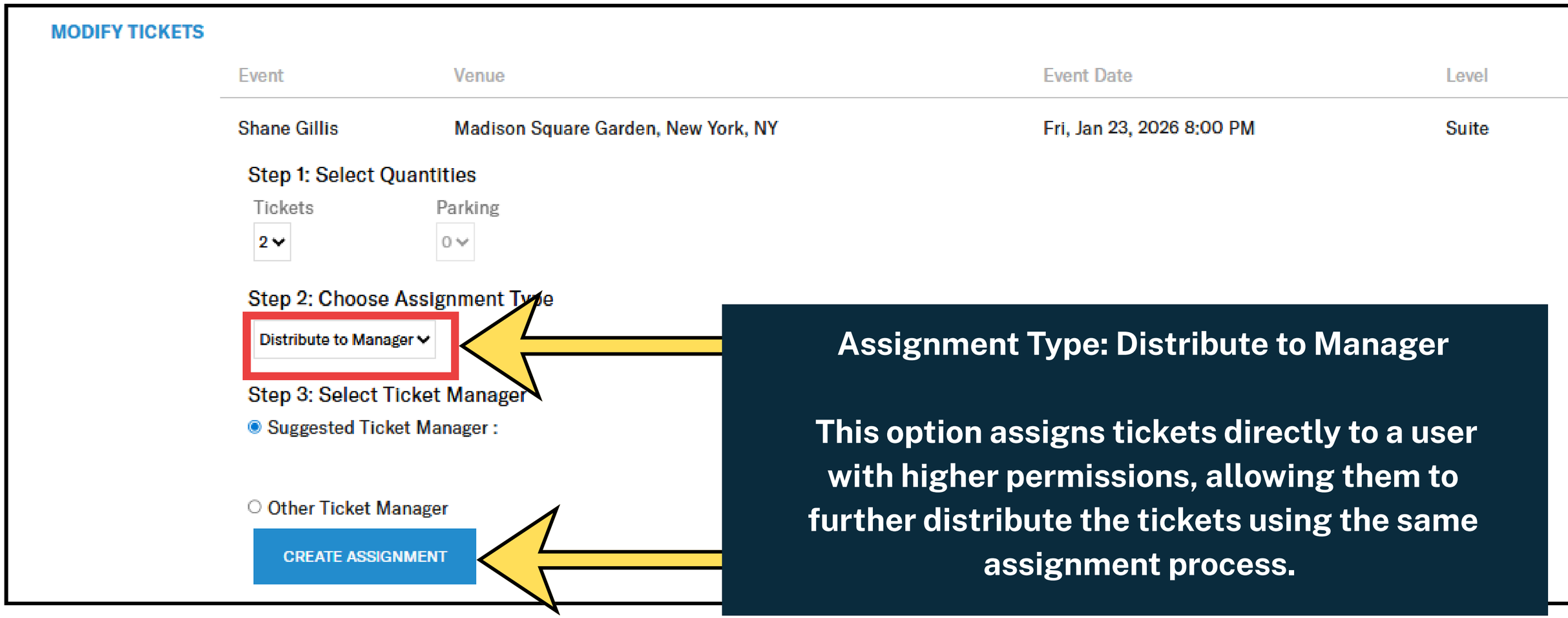


Assignment Type: Allocate to User

Assigns tickets directly to a specific user so they can complete the order details.

TICKETOS

Assign Tickets (Distribute to Manager)

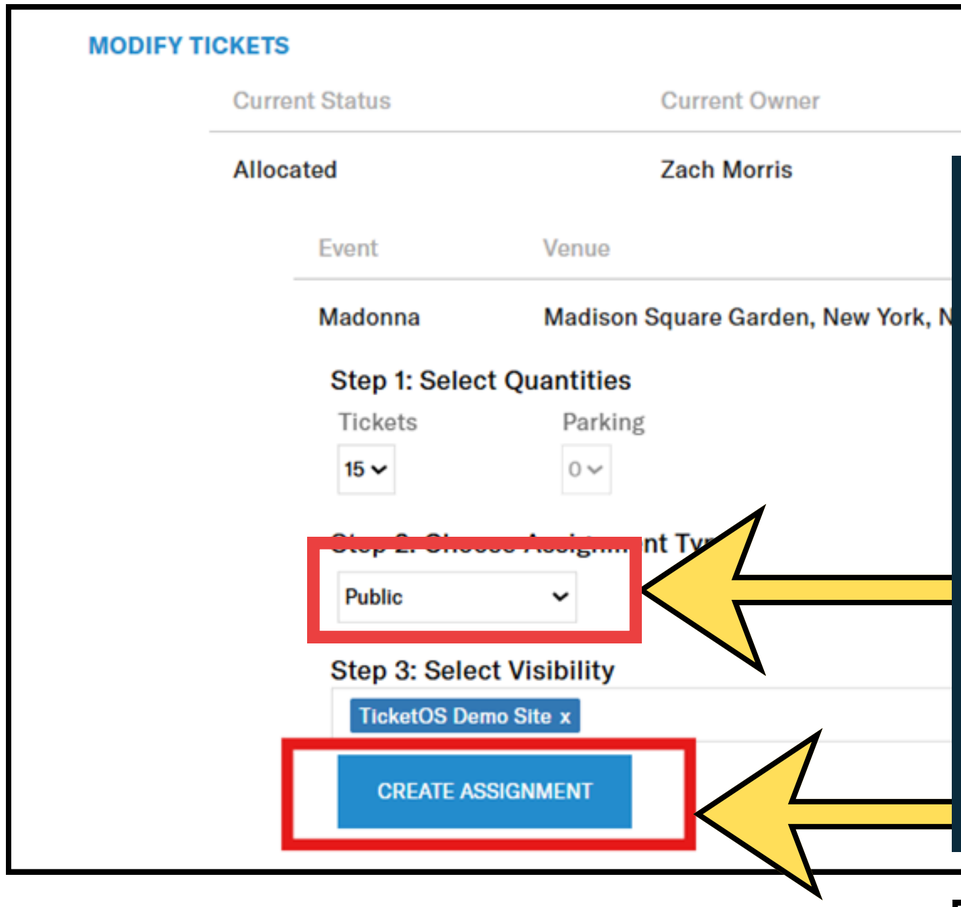


Assignment Type: Distribute to Manager

This option assigns tickets directly to a user with higher permissions, allowing them to further distribute the tickets using the same assignment process.

TICKETOS

Assign Tickets (Public)



Assignment Type: Public

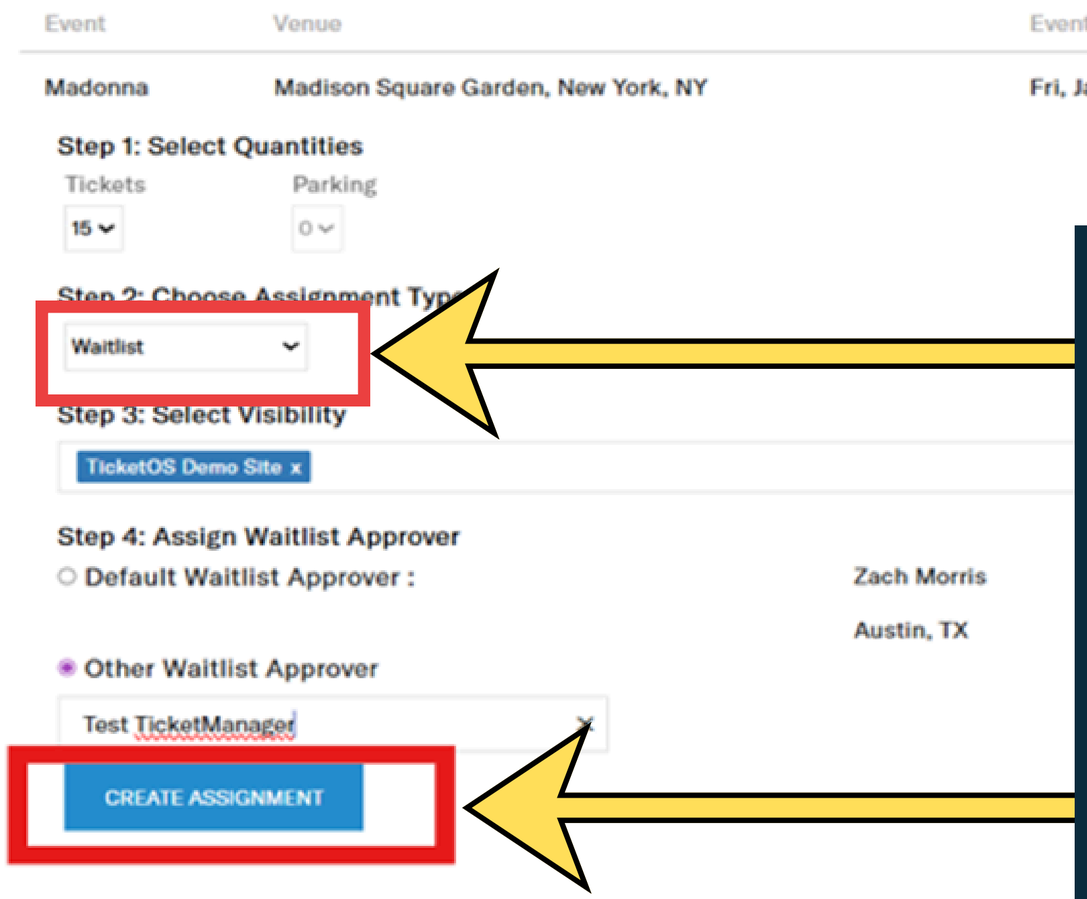
Makes tickets available on a first-come, first-served basis. Once requested, tickets are removed from availability for other users and routed to a manager for approval.

Visibility settings may apply based on your company's site configuration to control which employees can see and request tickets.

If no manager is set, tickets are awarded automatically.

TICKETOS

Assign Tickets (Waitlist)



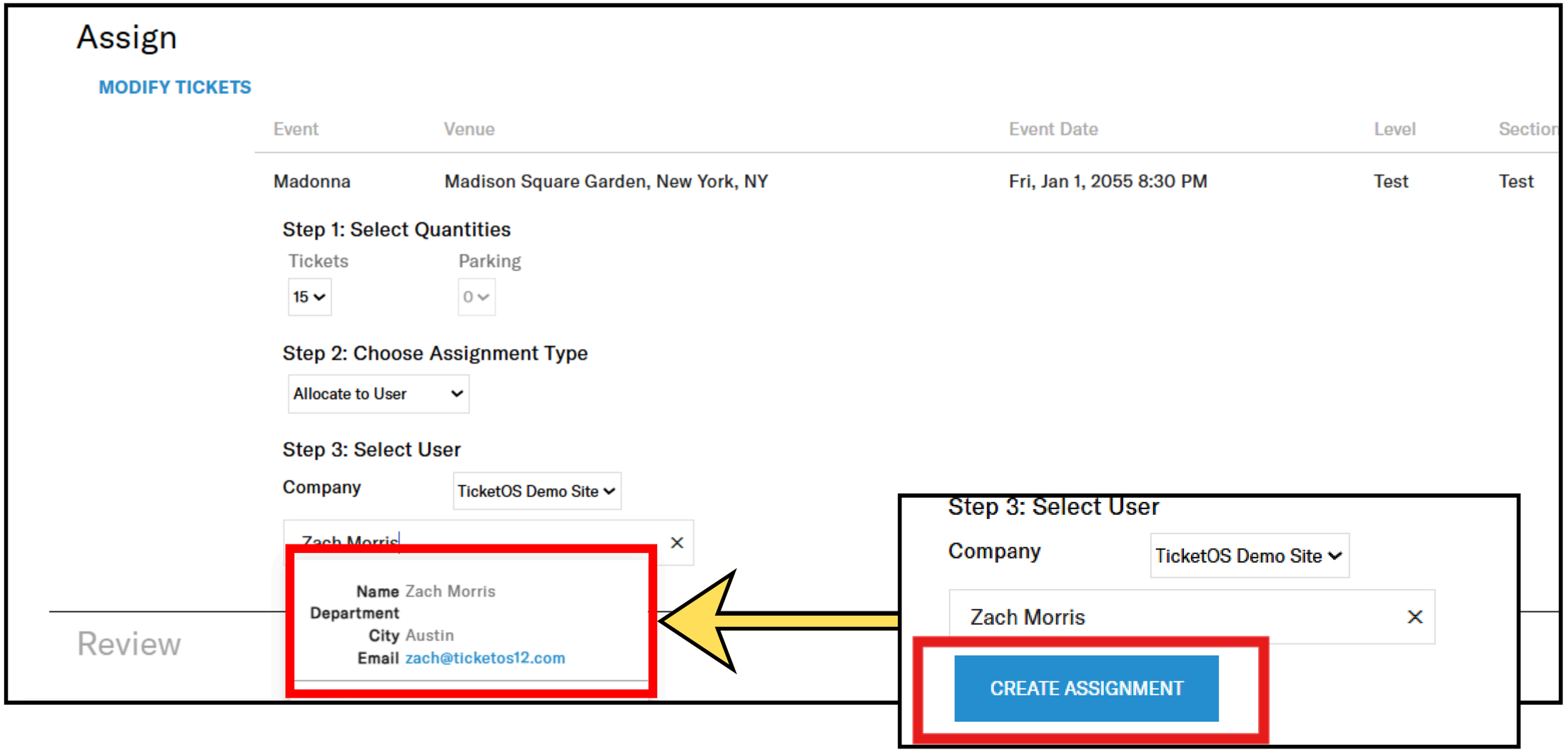
Assignment Type: Waitlist

Ticket requests are sent to a designated waitlist approver, who reviews all requests from interested users and determines which are approved or denied.

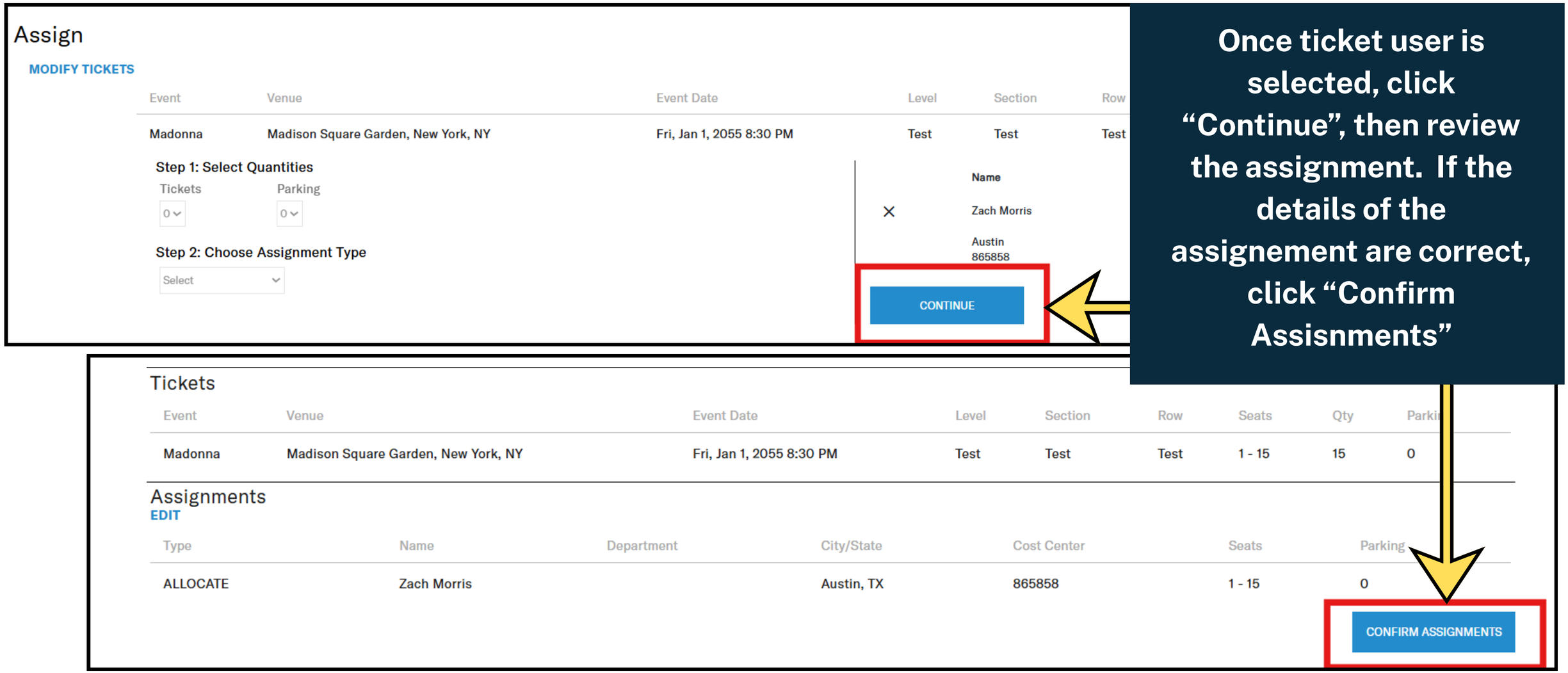
When selecting this option, you must assign a waitlist approver, either the system default or a different approver.

TICKETOS

Assign Tickets (Select User)



Assign Tickets (Review & Confirm Assignments)



TICKETOS