Manually Assign a Ticket

- 1. Go to your homepage
- 2. Click the Help Desk Incidents & Problem Link



- 3. Find the ticket you want to assign by using a query or typing in the search bar
- 4. Open the ticket and locate the *Owner* field.

Overview	Detail	Activity	Related Issues	Resolution	SL/
Ticket Type:			Incident		
Contact:			🤱 Robert Gree	en	
Progress:			In Progress		
Service Type	0		Hardware		
Owner:			🙎 <none></none>		



5. Start typing the name of the person you want to assign the ticket to or search the directory by clicking the "..." button

Service Type:	Hardware
Owner:	≗ p ×
Priority:	Hi Employee User email@yourcompany Employee
Summary:	Help Desk Analyst email@yourcompany User Mr Perseus Lowa Jackson pjackson@yourcompany Employee
Description:	
Computer:	Image: Open and the symptotic state Image: Op

- 6. Click on the person you want to assign it to and press *OK* at the bottom right of the screen
- 7. The ticket is now assigned
- If you cannot find an employee in list you can add them manually by pressing the "..." button next to the field
- 9. In the new window, press *Add New* to add the new employee, fill out the necessary fields and press *Finish* to add the employee to the directory



10. Double click the new employee's name, click OK. The ticket will be assigned

Note: After setting up your own rules, assigning tickets can be done automatically in VIZOR. You can assign them by priority, service type and even a team within your department.

