

# Ideas

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<b>SLA</b>			

## Short summary of idea\*

Allow submitted tickets in discover to be assigned to different teams

## Application/Area

Other

## Description

I think it would make sense to transfer a ticket to a new team in the discover portal rather than create a whole new one.

- 1) I am re documenting the issue. Which is obnoxious.
- 2) New ticket does not contain history that could be useful for new assignee.

Below is an example of a scenario that has occurred to me on more than 1 occasion.

Hi Customer,

The module was upgraded however the error still persists; therefore we have handed this over to a developer for investigation.

Thanks,

@Claromentis

#0146484 • 07-10-2019 15:33

Customer

Customer wrote...

Thank you for the update @Claromentis.

Please note we do a nightly backup.

If minor upgrades are needed feel free to proceed but please keep us in the loop.

Thank you.

#0146485 • 07-10-2019 15:43 • Edit

Customer

Customer wrote...

Do we have an update on this issue?

Thank you.

#0146925 • 10-10-2019 19:44 • Edit

@Claromentis

@Claromentis wrote...

Hi Customer,

I currently do not have an update for you. Please could you submit this issue as a support ticket? That way this can be assigned to our developers and investigated/documentated properly. You can submit one here: <https://discover.claromentis.com/form...kets/add> (<https://discover.claromentis.com/form...kets/add>)

Thanks,

@Claromentis

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