



T-Shirt order form

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Description

Using this form, staff are able to request a company T-Shirt, selecting their size, choosing the colour and even adding customisations.

If a member of staff requests a T-Shirt without customisations, the marketing team are able to place the order straight away.

If a member of staff requests a T-Shirt with customisations, management will need to approve the customisations prior the marketing team placing the order.

If customisations are rejected by management, the requester will be notified.

Functionality Demonstrated

Workflow rules have been put in place to control whether or not the Approved and Rejected statuses are needed, based on whether customisations have been requested.

Tickets fields, label [symname]	Field condition set		Rights					
			Admin	Managers	Marketing	Staff	Submitter of ticket	Handler of issue
STATUS [status]	Status = Requested & Customise = None	⬇️ 🗑️	Requested Rejected Ordered Delivered	Requested Ordered	Requested Ordered			
	Status = Requested, Requires Manager Approval	⬆️ ⬇️ 🗑️	Requested, Requires Manager Approval Approved Rejected Ordered Delivered	Requested, Requires Manager Approval Approved Rejected				
	Status = Approved	⬆️ ⬇️ 🗑️	Requested Approved Rejected Ordered Delivered	Approved Ordered	Approved Ordered			
	Status = Rejected	⬆️ ⬇️ 🗑️	Requested Rejected Ordered Delivered					
	Status = Ordered	⬆️ ⬇️ 🗑️	Requested Rejected Ordered Delivered	Ordered Delivered	Ordered Delivered			
	Status = Delivered	⬆️ 🗑️	Requested Approved Rejected Ordered Delivered					
Add rule								

Workflow is applied to the Status field, and **condition sets** define the scenario under which each rule should be applied.

For example, if the current status is 'rejected', then the status can *only* be changed by anyone in the Admin role, and the change can only be made to 'requested', 'ordered', or 'delivered'.

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