

GLPI-PROJECT - Feature #2734

Use delegation for create ticket

04/11/2011 03:46 PM - tsmr

Status:	Closed	Start date:	04/11/2011
Priority:	Normal	Due date:	
Assignee:	tsmr	% Done:	100%
Category:	Helpdesk	Estimated time:	0.00 hour
Target version:	0.83		
Description			
Goal : Permit to a post-only user to create a ticket for others persons.			
<ul style="list-style-type: none">- Requester : users_id_recipient- Victim : requester with or without notif.- Permit to add followups to validate the solution for requester- SPECS : how to defined which users rights ? permissions on groups.			
Into User table : add a field to specify a user who has the right to create a ticket for you (users_id_delegate)			
Into simplified interface - New ticket :			
Add This ticket affect myself / other person (add dropdown to select the users where you are delegate)			
Related issues:			
Blocked by GLPI Documentation - Task # 3209: Use delegation for create ticket...		Closed	10/18/2011

Associated revisions

Revision 15884 - 10/18/2011 04:10 PM - moyo

first commit for create ticket delegation see #2734

Not completely review

Revision 15885 - 10/18/2011 04:50 PM - moyo

end of review Use delegation for create ticket from simplified interface fixed #2734

History

#1 - 09/14/2011 10:49 PM - moyo

- Target version changed from 0.83 to Candidate for next major version

#2 - 10/18/2011 03:36 PM - moyo

- Assignee set to tsmr

- Target version changed from Candidate for next major version to 0.83

#3 - 10/18/2011 04:50 PM - moyo

- Status changed from New to Resolved

- % Done changed from 0 to 100

Applied in changeset r15885.

#4 - 10/18/2011 04:50 PM - moyo

- *Subject changed from Use delegation for create ticket from simplified interface to Use delegation for create ticket*

#5 - 11/22/2011 04:02 PM - moyo

- *Status changed from Resolved to Closed*