

BIZeBEARS – Route Ticket to Additional Staff

SLAE Services Center

The ticket is automatically routed to the designated staff for the next step of approval. You may route your ticket to others whom you wish to add information, edit, or make other necessary changes before submitting the ticket for approval.

To add staff to the routing of your ticket, you must click on the “Assigned Personnel and Notifications” tab and follow these steps:

- Step 1: Select the affected department from the “Project Members” list. Click on the “+” sign next to the department name to reveal all of the authorized users in the department. Choose the user(s) to whom you would like to route the ticket.
- Step 2: Click on the right arrow to add a name to the “Assigned Personnel” field. You may select multiple names.
- Step 3: **OPTIONAL:** To add a non-authorized individual’s e-mail address to the ticket, click on the “cc” field and a pop-up window will appear. Enter the e-mail address (or multiple addresses separated by commas) in the empty field at the top. These individuals will receive a copy of the e-mail notification that is sent when the ticket is submitted. However, they will **NOT** have access to view or edit the ticket. This is one way to notify an employee that an action has been requested.

