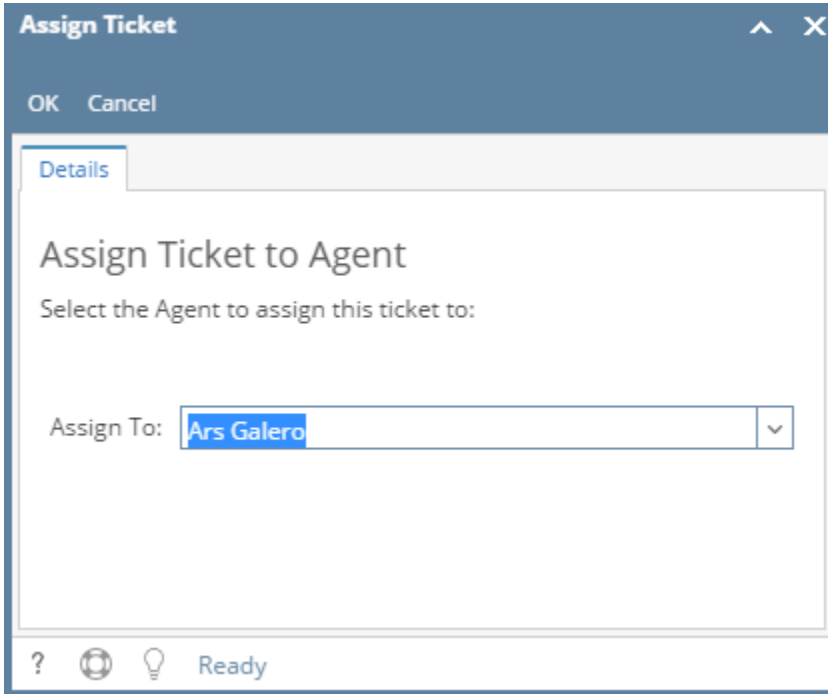


# Assign Ticket

The **Assign Ticket** screen is used to assign a ticket to a specific i21 agent.

How to assign Ticket.

1. Open any Ticket and click **Assign To** toolbar button.
2. **Assign Ticket** screen will display. Select an i21 agent in the **Assign To** drop-down list



3. Click **OK**.
4. Selected i21 Agent should reflect on **Ticket Details| Assigned To:** field.

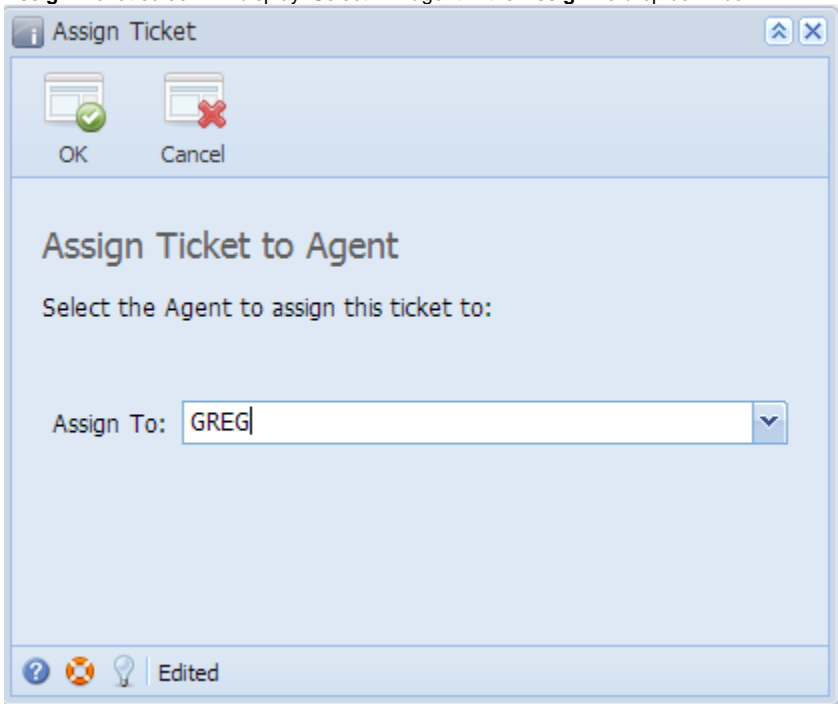
## Assign Ticket

The **Assign Ticket** screen is used to assign a ticket to a specific i21 agent.

How to assign Ticket.

1. Open any Tickets and click **Assign To** button from Toolbar.

2. **Assign Ticket** screen will display. Select i21 agent in the **Assign To** drop down box



The image shows a software dialog box titled "Assign Ticket". At the top left is an information icon (i) and the title "Assign Ticket". At the top right are standard window controls (minimize, maximize, close). Below the title bar are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon. The main area of the dialog has the heading "Assign Ticket to Agent" followed by the instruction "Select the Agent to assign this ticket to:". Below this is a label "Assign To:" followed by a text input field containing the name "GREG" and a dropdown arrow on the right. At the bottom of the dialog is a status bar containing three icons (a question mark, a life preserver, and a lightbulb) and the text "Edited".

3. Click **OK**.
4. Selected i21 Agent should reflect on **TicketDetails| Assigned To:** field.