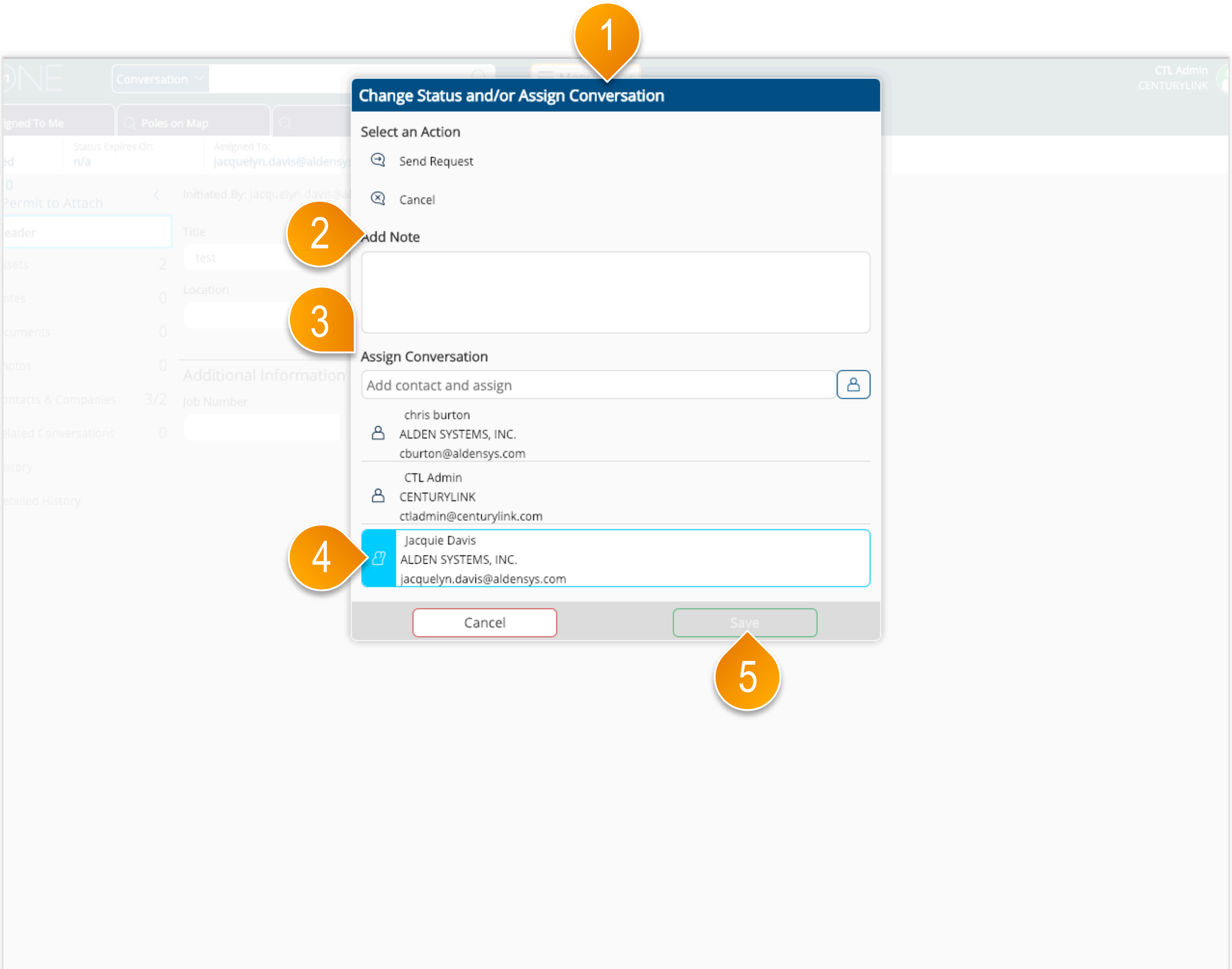
Conversation – Change Status and Assignee



page walkthrough

① After clicking the "Change status and/or assign" from the "I want to.." menu, the Status/Assign dialog is displayed. Select from the available workflow actions to change the status of the workflow. The selected action to be applied has a light blue icon to the right of the action name. The available actions are dependent upon the current status of the conversation.

② In some cases, a note is required when performing an action on a conversation. A note can be added even when it is not required.

③ The list of contacts from the conversation are listed. Add a new contact by typing a user's name or email address.

④ Set the new assignee by clicking the desired contact. The selected user to be assigned has a light blue icon to the right of the user's name.

⑤ Click "Save" to save your changes.