

Tickets system

1.



Remove this drop down menu from the creating a ticket page

2.add a drop down menu instead for assigning this ticket to a certain individual

It will be something like this :

Assign To:

User clicks on menu

A list of departments appears

The user selects a department

Then a list of emails for every manager and above in this department appears

Then finally the ticket submitter selects an email in which this ticket will be submitted to

3. attachments is not working as intended