

issue visibility by email distribution list

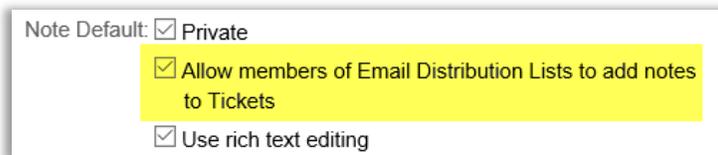
In some companies, managers only need to view issues that fall under their responsibility. Unless they play a specific role on the issue, they don't see it. Granting them permission to see every issue lets them see too much. For example, a manager responsible for issues coming from North American customers doesn't need to see issues from European customers.

Fortunately, granting issue visibility is easily set up in Issuetrak by adding users or groups to email distribution lists. You can elect to not send emails and, as long as the person stays on the list, the issues remain visible. This doesn't give users full access to work the issue, but it does allow them to add notes.

how to make this happen

enable capability

1. Click on the gear icon () or navigate to Administration > System > System Settings > System Defaults.
2. Scroll down to the "Note Default" section.
3. Check the box that says "Allow members of Email Distribution Lists to add notes to Issues." This allows users on a distribution list for any issue to view that issue in searches or on the Dashboard, and add notes.



Note Default: Private

Allow members of Email Distribution Lists to add notes to Tickets

Use rich text editing

add users to distribution lists

Throughout Issuetrak, there are email distribution lists available. Organization, department, issue type, and priority all have a link to set up specific distribution lists.

Email Notification: [View/Maintain Distribution List...](#)

Clicking on the link will open the page for you to view everyone currently on the distribution. Additionally, there's a button that allows you to add new users or groups to the existing list.

Email Notification List -- Sun University

[← Back](#)

[Add new user](#)

Users listed below will receive email and/or SMS notification when the selected Ticket events occur.

Display Name	On Submit		On Assign		On Next Action		On Note		On Close		On Escalate	
	Email	Mobile	Email	Mobile	Email	Mobile	Email	Mobile	Email	Mobile	Email	Mobile
edit del Adam Moore												

In our example, there are no checkboxes under the notification events for Adam to get emails. If all he needs to do is view issues, no checkboxes are necessary.

results

In our example, Adam Moore is a member of ShipTrak and doesn't have permission to see issues submitted by anyone else. Once he's added to the Organization distribution list for Sun University, he sees his own issues and all issues submitted by members of Sun University. These issues will show up in any search Adam does or when he's viewing his Dashboard.

Welcome, Adam Moore [Log Out](#)

IssueTrak for ShipTrak

01/14/2016 2:10PM

Show Class: All

Open Tickets by Ticket Type

Ticket Type	Count
Applications	3
Facilities	5
Hardware	1
Product Support	1

Open Tickets by Organization

Organization	Count
ShipTrak	1
Sun University	9

This is meant to be a general guideline about setting up additional visibility options within Issuetrak. Please contact your sales engineer or sales@issuetrak.com if you have any questions.