

Typical Permissions for Queue Users

Stefan Hornburg (Racke)

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CommentOnTicket - add comments to tickets

CreateTicket - create tickets

ModifyTicket

OwnTicket

ReplyToTicket - add replies to a ticket

SeeQueue - queues will appear in visible listings for this user (like "New Ticket")

ShowTicket - see tickets

ShowTicketComments - see comments attached to tickets

TakeTicket

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