How to Change Ownership of Single Incident or Service Request

1. From the list of incidents or service requests, select the record that you want to assign to another user or queue.

2. Click Change Owner.

3. The Change Owner Dialogue Box will appear:
   
   1. To assign the record to a staff member, select the required staff from the Staff radial button.

   2. To assign the record to a queue, select the required queue from the Department radial button.

Alternative Method
Change the ownership of the record by navigating to the bottom portion of the record and changing the assignment details.