
ITSM 6.0 Help Desk Cases reports

Posted by azizkhawaja - 2009/05/28 14:56

As an administrator, I can see the reports in the Report Name drop-down field, but as a non-admin helpdesk staff member who has fixed and helpdesk-fixed license, he is also part of app-support, app-admin, app-management, assets and assets-mgr groups, he does not see anything in the drop-down. Is it related to BMC Assets or shr assignments issue? I am not sure. he is part of shr assignment like every other hpd staff.

Please help!

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