

The Direct Assign task is a component of Xapity Teams that allows an analyst to assign a work item, Incident, Change Request, Release Record, Service Request, Manual Activity or Problem Record, to an individual Analyst or to a Support Group that has been configured for that work item.

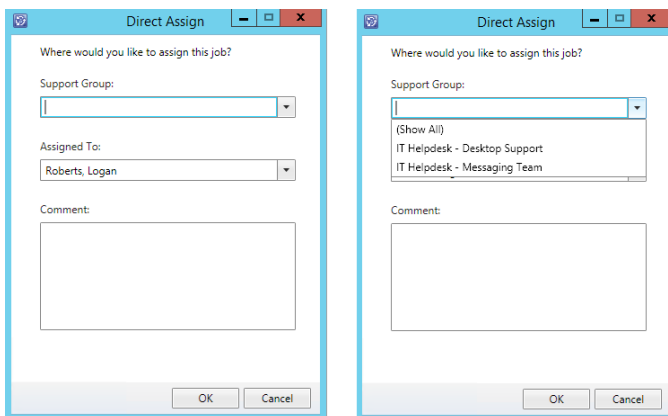
### Analysts can choose to:

- Assign by Support Group
- Assign by Analyst

The Direct Assign interface is dynamic and will automatically change between assigning by Support Group or by Analyst depending on which drop down box is selected first.

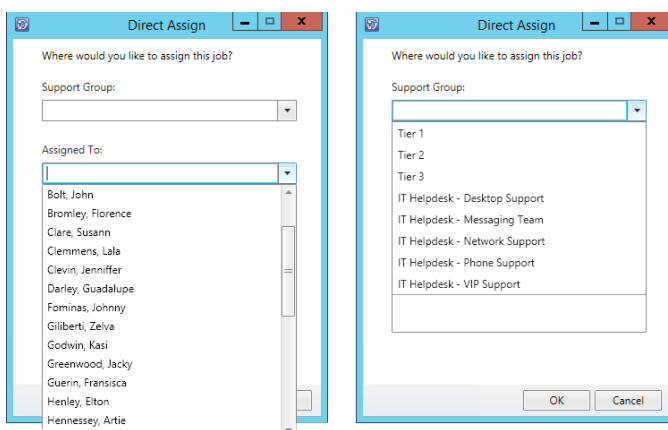
### Choosing an Analyst first

This will automatically restrict the available Support Groups to those that the analyst is a member of.



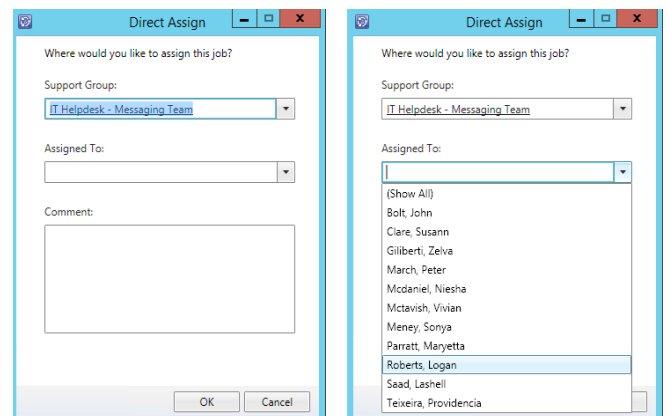
### Resetting using Show All

Selecting **Show All** resets the Direct Assign tool and allows the selection of any Support Group or any Analyst.



### Choosing the Support Group First

This will automatically restrict the available Analysts to members of that Support Group.



### Comment

The comment box allows an explanation note to be included in the Service Manager Action Log (if available on the work item) when the item is transferred to the Support Group or Analyst.

