

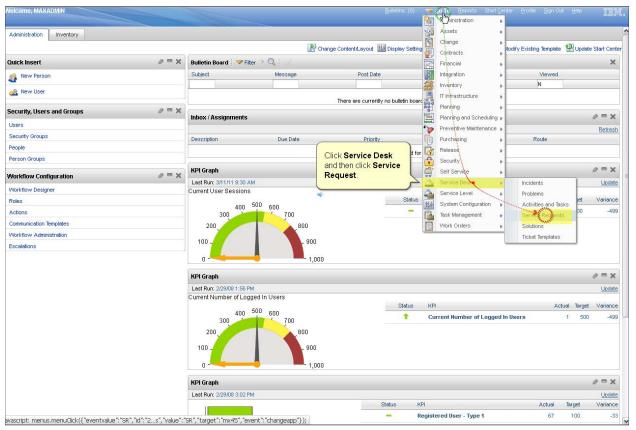
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Objectives:	
After completing this training module, you can accomplish these tasks:	
 Create a crossover domain to set the value for the ASSIGNOWNERGROUP attribute based on the owner group selected 	
 Reference the crossover domain on the OWNERGROUP attribute 	
 Add the new attribute to the Service Requests application screen using the Application Designer 	

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Introduction	
In the Service Request Ticket application, a ticket can have either an owner or an ownergroup. When an owner has been assigned to a ticket, the Ownergroup field is cleared.	
System users sometimes need know the ownergroup associated with the ticket, but the Ownergroup field is cleared when the owner is assigned to the ticket.	
It is possible to configure Maximo to track the ownergroup of a ticket for reporting purposes.	

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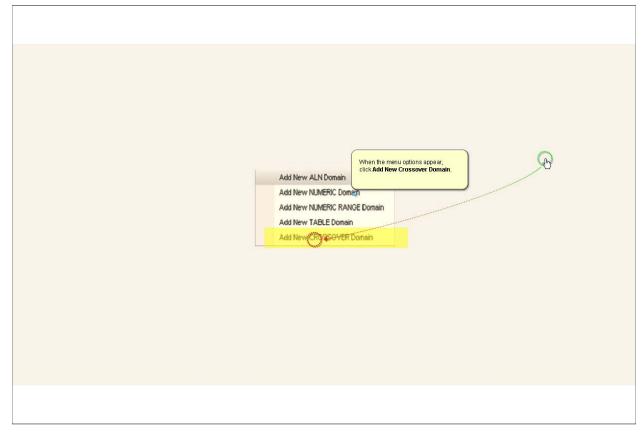
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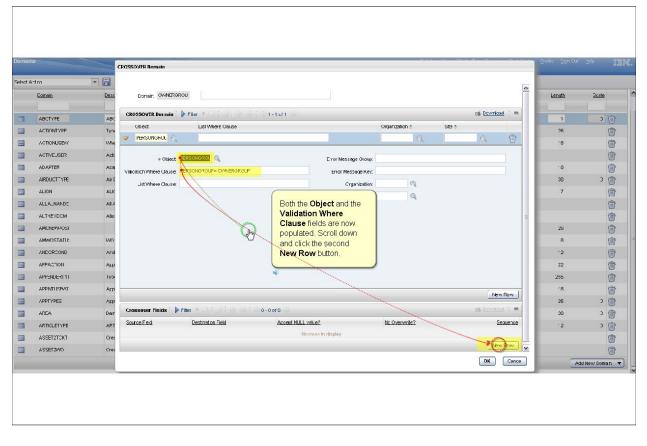
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Summary:	
Now that you have completed this training module, you can accomplish these tasks:	
 Create a crossover domain to set the value for the ASSIGNOWNERGROUP attribute based on the ownergroup selected 	
 Reference the crossover domain on the Ownergroup attribute 	
 Add the new attribute to the Service Requests application screen using the Application Designer applic 	cation

Slide 75

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