Special functions

The special functions of Webdesk include the ability to change the user (**Switch user**). With the appropriate permission, the user can then switch to another user's Webdesk. This action permission can extend to a person, a group, or up to the entire company.

When you switch to another user, you can call up information and lists and create requests on that user's behalf. If you create a request on behalf of another user, then, depending on the parameterization of the process, it is displayed either in the workflow list "Open requests" of the actual user, or of the person who switched.

This functionality is very helpful for, e.g., superiors who travel a lot, and during whose absence a deputy (secretary/assistant) can act accordingly (approve requests, submit requests).

The following system parameters must be taken into account for this function:

WfOptions.switchUserMayApprove

- **true** > if this parameter is set to true, the switching user can process all requests and tasks.
- **false** > if the parameter is set to false, the switching user can only see the task list, but cannot process it

WfOptions.switchUserActsAsNominalUser

- **true** > if the parameter is set to true, the switching user can process the tasks. In the process history, the switching user is listed as the processor
- **false** > if the parameter is set to false, the request can be processed by the switching user; in the process history both users are saved and displayed > the user who was switched to, as well as the switching user as processor

NOTIZ

Under the menu item "Switch user" a selection list appears with all released users, which can be searched in the text field.

Felder

Name	Wert
Modul	Portal & Organisation (po)
Webdesk Actionname	po_switchToOtherUser
Artefakt-Typ	Action