Deskpro

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Agent Seperation for Knowledgebase Sections Collecting Feedback

- Tracy Duren
- اسم المنتدى: #Feature Request

There is currently a way to segregate users to sections of the knowlegebase but there is no way to seperate Agents to only be able to add KB articles to specific sections. I need ot be able to set permissions for Agents to only be able to create KB articles in specififc KB categories.

تعليقات (٢)

**Jeroen van der Steen**

منذ 7 سنوات

I agree that this would be nice.

**Ruth Cheesley**

منذ 7 سنوات

As a follow up and maybe related, whenever we add a new ACL we have to manually add to every agent. It might be good to have 'agent access levels' which allow you to set in one place 'super user' level or 'restricted level' which allow the agent certain levels of access.