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## IT Support Manager Collecting Feedback

GH Gerry Hooper •

Feature Request# [اسم المنتدى](#) •

I would like to have the option of creating workflows and labels, and being able to set who can see them in a ticket. I have created some that will cause a ticket update trigger to kick off for certain instances, and I wouldn't want just anyone to change the workflow or set a label, and have that instance kick off.<br />

When creating a workflow or label, I would like the options of:

Only Me

Everyone

Agent Team

Thanks.

Gerry