

Labels - Department based segregation Report

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اسم المنتدى: # Feature Request

It would be great to have labels to be enabled only for specific departments (or globally) upon creation. As a user creates a label, they could decide to add departments they have full permission to, to be added to the label, limiting it to certain departments.

We have scenarios where label based categorization would be really powerful for each department as in multiple hundreds could be used/department for archiving and later finding when large numbers of tickets are being generated daily. However all labels are global today...

Different departments, which have nothing to do with each other (think IT and Finance) would have their own sets. This way, labels could be really useful in instances where a vast amount of archived tickets need to be shifted through to find references to previous cases and speed up resolution in the list view functionality, showing only labels the agent has access to, based on their associated departments