Deskpro

Snippet Owner Collecting Feedback

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We want to create a snippet which can only be changed by one person (the owner) but used by a specific department, and only have this behaviour applied to specific snippets.

So, e.g. the owner is me and the department is support-team.

But noone of the department can see this snippet, as long as I am the owner. After changing the ownership to everyone, all members of the department can see this snippet, but can also change this snippet.