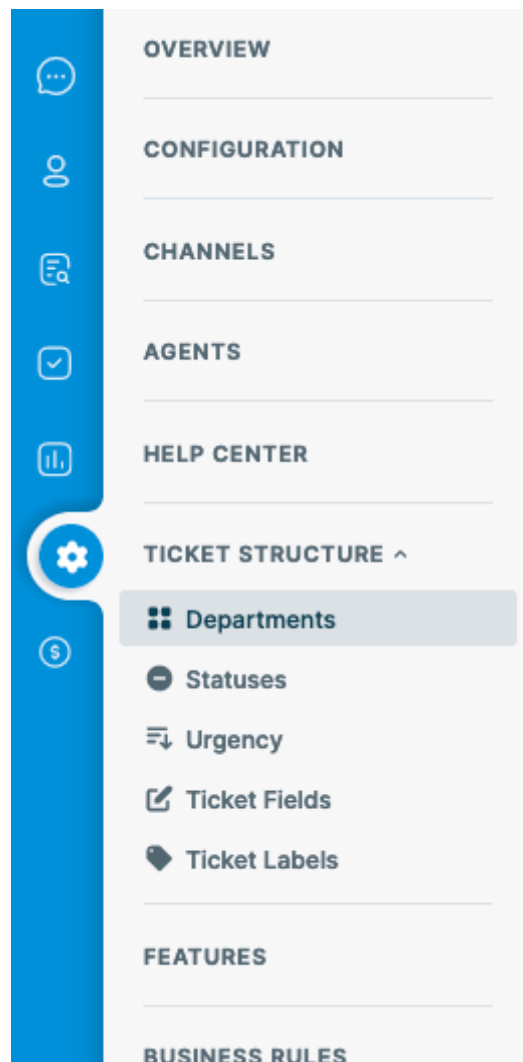


?How can I make a department visible to agents only

Ticket Structure - (.) تعليقات - Simon Paulger - 2023-09-07

Creating a Department that is only visible to Agents, that Users never see, can be done with the use of [Usergroups](#). To make a Department visible to agents only, go to **Admin > Ticket .Structure > Departments**



Either create a new Department with the + **New** button, or select the Department you want to make Agent Only, and under the **Permissions** tab remove all usergroup permissions.
."Below is an example of an Agent Only Department called "HR Investigations



This will stop users from seeing this Department when they create or edit a ticket on the

.Help Center

However, if an Agent assigned a User's ticket to a hidden Department, the user could still .see it from the Help Center



However, you can give the Department an Alias to stop the name from being seen by your end users. To do this, go to **Admin > Ticket Structure > Departments** and enable **Display an alias to end-users**, then enter an alternative name to be displayed to .users



:So then the end-user will see whatever name you want to display

