

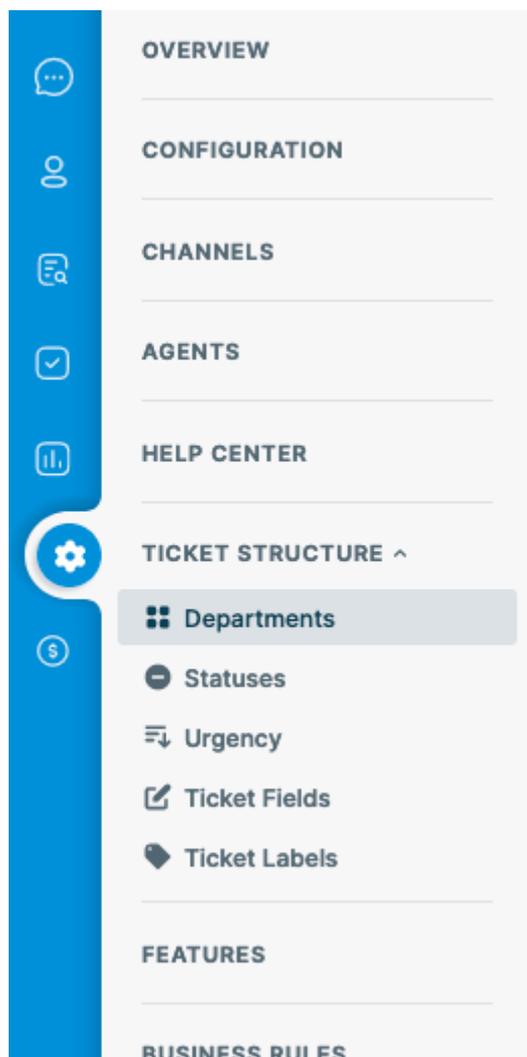


[Using Deskpro](#) > [Admin](#) > [Ticket Structure](#) > [How can I make a department visible to agents only](#) < [قاعدة المعلومات](#) > [?only](#)

## 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

## Edit: HR Investigations

---

[Information](#) **[Permissions](#)** [Form](#) [Website Embed](#)

---

**[User](#)** [Agent](#)

---

Usergroup permissions control which of your users can select a department when submit

Note that it is still possible for agents to change the department to one that a user would department regardless of user permissions. Usergroup permissions are therefore very m

Usergroup Permissions	Full access
221B Solar Trial	<input type="checkbox"/>
Contractors	<input type="checkbox"/>
Everyone	<input type="checkbox"/>
Internal Users	<input type="checkbox"/>
Registered	<input type="checkbox"/>
Support	<input type="checkbox"/>

.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



## Resolve ticket

### Ticket Status



Awaiting User

#### Created

Thu, 7th Sep 2023 2:48pm

#### Reference

OKXJ-0786-NAZA

#### Assigned agent



Lara Proud

CCs 0

CC+

No participants

[Click here to scroll down to the form.](#)

### Ticket Properties

Edit

Department

HR Investigations

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

## Edit: HR Investigations

**Information** Permissions Form Website Embed

Title\*

HR Investigations



Display an alias to end-users

Alias

Human Resources



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