

База знания > Deskpro Legacy > How can I make a department visible to agents only?

How can I make a department visible to agents only?

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Question:

I want to make a department that is only visible to agents and that users never see. Does Deskpro support this?

Answer:

This can be done with the use of <u>User Groups</u>. To make a department visible to agents only, go to **Admin > Tickets > Departments**, select the department, and on its **Permissions** tab remove all user group permissions.

For example, here's an agents-only department called "Investigations".

3 Departments	Properties 🔄 Permissions 🖽 Layout 🗇 Website Embed		
Support	Line Orana Demaining		
Sales	User Group Permissions		
Investigations	User Group permissions control which of your end-users can select a department when submitting or editing their tickets from the web portal.		
+ New Department	Note that it is still possible for agents to change the department to one that a user would not normally have access to. Triggers can also be used to assign any department regardless of user permissions. User group permissions are therefore very much about what the user can select themselves.		
	User Group Use		
	📽 Everyone		
	Registered Image: Comparison of the second seco		

This will stop users seeing this department when they create or edit a ticket on the portal.

However, if an agent assigned a user's ticket to a hidden department, the user could still see it from the portal.

mportant issue				
Ticket Ref: 7 🛗 Mo	n, 10th Nov 2014 3:18pm			
Assigned Agent	Adele Min			
Department	Investigations			

To prevent this happening, go to **Tickets > Departments** and enable **Show a different title to end-users**, then enter an alternative name to be displayed to users.

Properties	Layout Website Embed
Title *	Investigations
	This is the title as it will appear throughout the agent and user interfaces.
	Show a different title to end-users
	Support