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## Restrict the Agent and Agent Teams that can be selected in the ticket assignment drop-down menus Collecting Feedback

- AS Ahmad Sahrizal
- **Forenname:** #Feature Request

Dear Deskpro,

We'd like to be able to restrict what agents can select in these drop-downs:

The screenshot shows the 'Agent' and 'Team' dropdown menus in the Deskpro interface. The 'Agent' dropdown is currently set to '(200) Ahmad Sahrizal' and the 'Team' dropdown is set to 'L1 - HAI DJPb'. Above the dropdowns, there are tabs for 'PROPERTIES', 'TASKS (0)', and 'SLAS' with a red dot next to it. The 'Agent' dropdown has a small icon of a crown and the text '(200) Ahmad Sahrizal'. The 'Team' dropdown has a small icon of a person and the text 'L1 - HAI DJPb'.

For example:

Agent A is included in Team 1 (consist of A and B) and Team 2 (A and C), so A have ability to assign ticket only to his team (Team 1 and Team 2)

and to Agent Member in his team (A, B, C).

In additions, I think it will be nice if Deskpro can separate Agent based on brand. so if Agent Layer 1/First Line Agent that receives ticket first from user, they can escalate ticket only to Agent that belong to his/her brand.

## Kommentare (2)

**M Mahmoud**

vor 4 Jahren

When assigning a ticket to an agent, we want to be able to set it so that the agent can only see team members or agents who have access to that department. Thank you!

**GH Gerry Hooper**

vor 9 Jahren

We would like to have the option of creating multiple Agents lists/groups for other Agents to choose from. For example, Agents in Group 1 will only have the option of assigning tickets to Agents in Group 2, etc. They would not be able to see any other Agent not in that group. Thank you.