![Deskpro logo]

# How do I prevent a specific agent being assigned tickets?

Matthew Watt - 2023-08-10 - Σχόλια (0) - Admin

Ticket Assignment overrides Department Permissions, which means even if you have an agent that doesn't need to be assigned tickets, they could still accidentally be assigned tickets by other agents.

If you have a specific agent that doesn't need to be assigned tickets, you can create a **Ticket Update Trigger** to unassign tickets from them automatically. This is useful in the event another agent accidentally assigns them a ticket.

Simply, go to **Admin > Business Rules > Triggers > Ticket Update Triggers**, and click the **New** button at the top right.
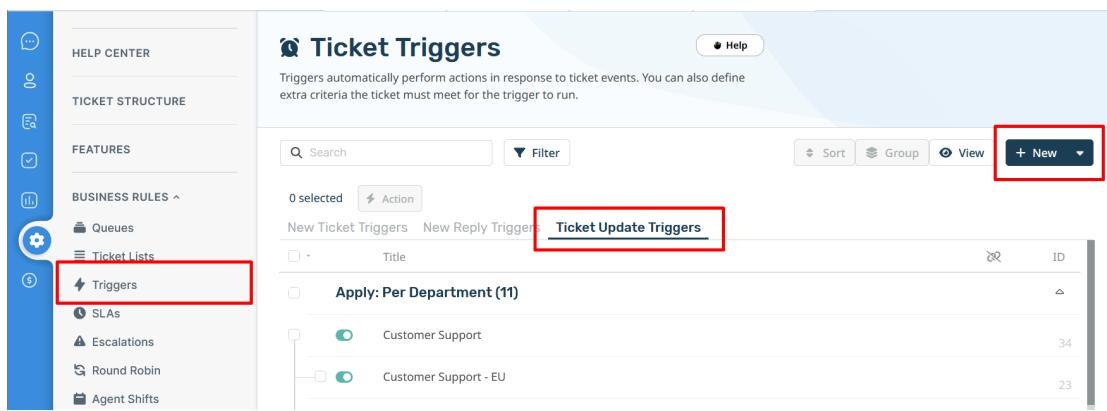
Depending on how you want the action to run, you can either: **1) Create a Trigger that automatically assigns the ticket back to the agent who made the change**, or **2) Create a Trigger that automatically moves the ticket back into unassigned**.

Option 1:

To automatically assign the ticket back to the agent who made the chang, create a trigger with the following settings:

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

| When | the following conditions are met: | | | 🗑 |
| | Agent ▾ | was changed to ▾ | Ⓛ Lara Proud ✕ ▾ | 🗑 ＋ |

| Or | when the following conditions are met: | | | 🗑 |
| | Select... ▾ | Select... ▾ | | 🗑 ＋ |

④ Actions

These actions will apply when all of the criteria pass.

| Then | the following actions will run | | |
| | Set assigned agent ▾ | Ⓒ Current agent ▾ | 🗑 ＋ |

Create   Cancel
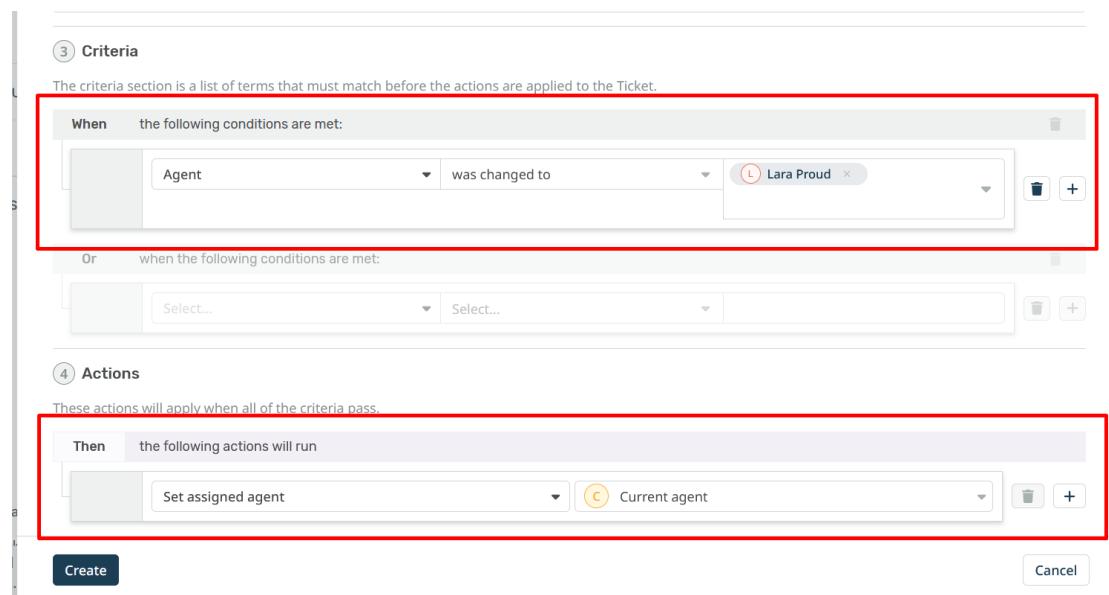
Option 2:

To automatically move the ticket to unassigned, create a Trigger with the following settings:

- Ετικέτες
- [Ticket Assignment](#)