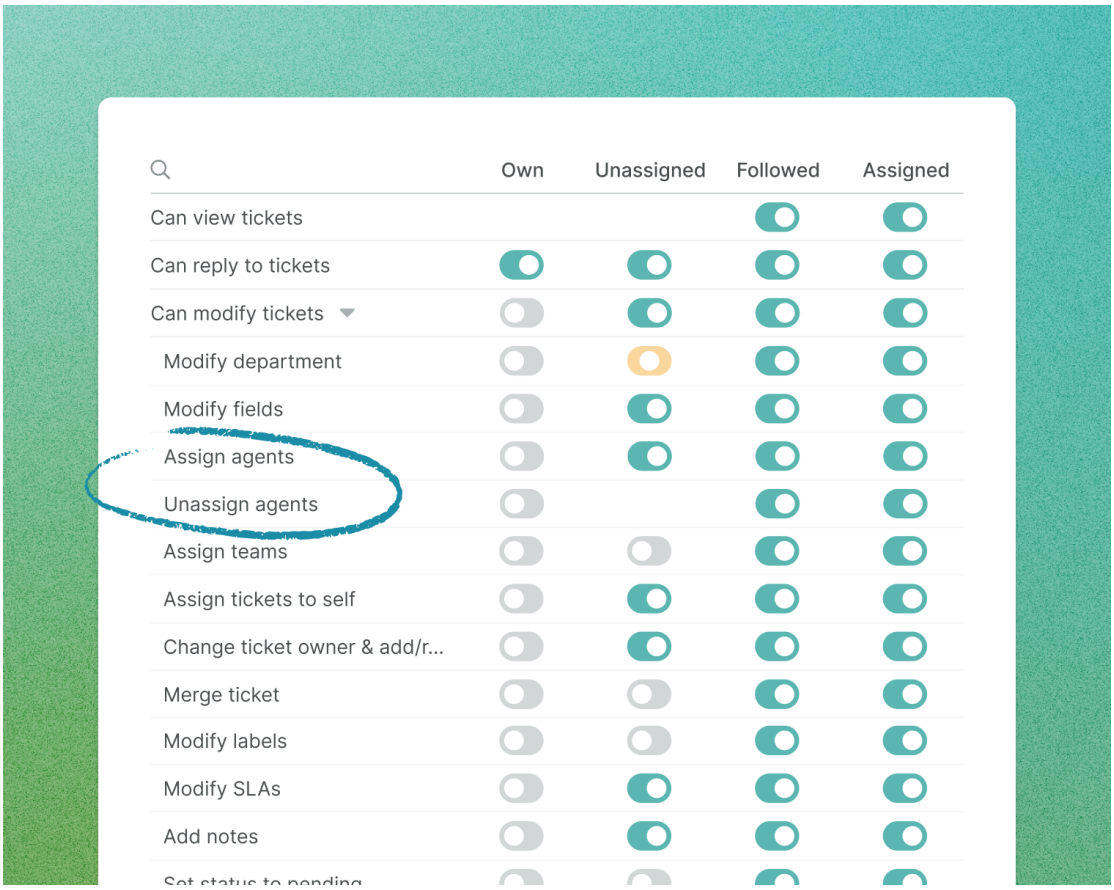
Enhance Control with New Can Unassign Agents Permission

2024-05-09 - Lara Proud - Σχόλια (0) - Product (Admin)

We are excited to introduce a new addition to Deskpro's Agent Permissions with **Can Unassign Agents**. This enhancement evolves the existing 'Can Assign Agents' permission into two separate permissions: 'Assign Agents' and 'Unassign Agents', providing more flexibility in managing workload and ticket distribution.



The 'Unassign Agents' permission will allow you to permit agents to remove other agents from tickets as required, ensuring a balanced workload and efficient attention to each ticket.

This enhancement of the Agent Permissions is designed to give you increased control over the ticketing process, leading to a more balanced workload distribution and an overall smoother operation.