



<u>Help Centre</u> > <u>Community</u> > <u>Feature Request</u> > <u>A separate agent permission to be able to control agent followers</u>

A separate agent permission to be able to control agent followers Collecting Feedback

• C Christoph

• Forum name: #Feature Request

Additional permissions for agents to add and remove agent followers. At the moment, these permissions mimic the agents ability to **change ticket assignments** and **add/remove CC's**. In some cases more granularity is needed here.

Comment (1)

Eric VanTol

7 years ago

Agreed. Adding a follower is exactly the same as adding a CC, so it makes literally no sense that it requires the permission to reassign tickets in order to work.