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Extended permission scheme for users Collecting Feedback

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- **Forum name:** #Feature Request

At the moment there is an all or nothing approach for user permissions. You either have no permissions to a ticket, or "all" permissions to any ticket. We have the situation that we want certain agents to be able to have full permissions on tickets assigned to their department, but readonly permission (except for maybe adding internal notes) to tickets of certain other departments and for certain other departments, no rights at all.