

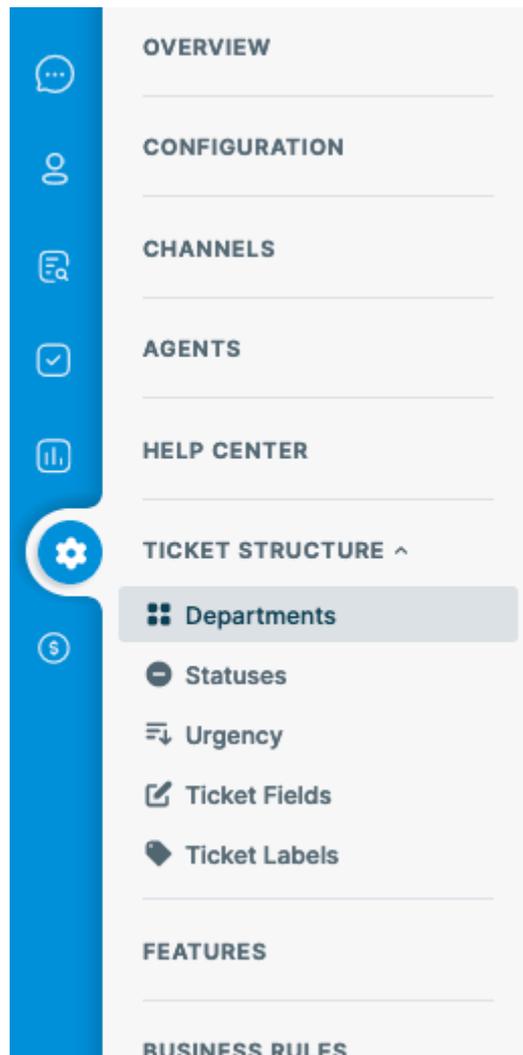


[Knowledge Base](#) > [Using Deskpro](#) > [Admin](#) > [Ticket Structure](#) > [How can I make a department visible to agents only?](#)

How can I make a department visible to agents only?

Simon Paulger - 2023-09-07 - [Comments \(0\)](#) - [Ticket Structure](#)

Creating a Department that is only visible to Agents, that Users never see, can be done with the use of [Usergroups](#). To make a Department visible to agents only, go to **Admin > Ticket Structure > Departments**.



Either create a new Department with the + **New** button, or select the Department you want to make Agent Only, and under the **Permissions** tab remove all usergroup permissions. Below is an example of an Agent Only Department called "HR Investigations".

Edit: HR Investigations

[Information](#) **[Permissions](#)** [Form](#) [Website Embed](#)

[User](#) [Agent](#)

Usergroup permissions control which of your users can select a department when submit

Note that it is still possible for agents to change the department to one that a user would department regardless of user permissions. Usergroup permissions are therefore very m

| Usergroup Permissions | Full access |
|-----------------------|--------------------------|
| 221B Solar Trial | <input type="checkbox"/> |
| Contractors | <input type="checkbox"/> |
| Everyone | <input type="checkbox"/> |
| Internal Users | <input type="checkbox"/> |
| Registered | <input type="checkbox"/> |
| Support | <input type="checkbox"/> |

This will stop users from seeing this Department when they create or edit a ticket on the Help Center.

However, if an Agent assigned a User's ticket to a hidden Department, the user could still see it from the Help Center.



Resolve ticket

Ticket Status



Awaiting User

Created

Thu, 7th Sep 2023 2:48pm

Reference

OKXJ-0786-NAZA

Assigned agent



Lara Proud

CCs 0

CC+

No participants

[Click here to scroll down to the form.](#)

Ticket Properties

Edit

Department

HR Investigations

However, you can give the Department an Alias to stop the name from being seen by your end users. To do this, go to **Admin > Ticket Structure > Departments** and enable **Display an alias to end-users**, then enter an alternative name to be displayed to users.

Edit: HR Investigations

Information Permissions Form Website Embed

Title*

HR Investigations



Display an alias to end-users

Alias

Human Resources



So then the end-user will see whatever name you want to display: