



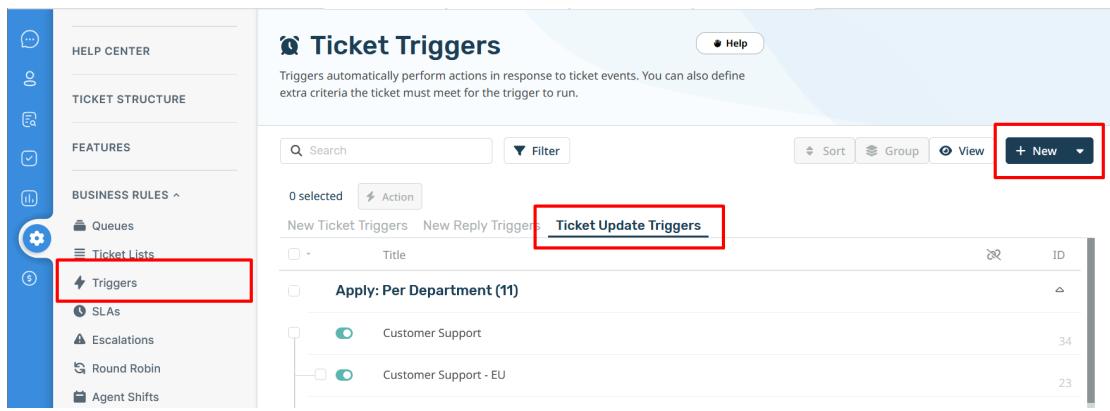
How do I prevent a specific agent being assigned tickets?

Matthew Watt - 2023-08-10 - [Comments \(0\)](#) - [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.



The screenshot shows the Deskpro Admin interface. The left sidebar has a blue header and contains several icons and menu items: Help Center, Ticket Structure, Features, Business Rules (with sub-options like Queues, Ticket Lists, Triggers, SLAs, Escalations, Round Robin, and Agent Shifts), and a gear icon for settings. The 'Triggers' option under Business Rules is highlighted with a red box. The main content area is titled 'Ticket Triggers' and contains a sub-header: 'Triggers automatically perform actions in response to ticket events. You can also define extra criteria the ticket must meet for the trigger to run.' Below this are search and filter fields, and a toolbar with 'Sort', 'Group', 'View', and a 'New' button. The 'New' button is also highlighted with a red box. The tab 'Ticket Update Triggers' is selected and highlighted with a red box. The list of triggers shows one entry: 'Apply: Per Department (11)' with two items: 'Customer Support' and 'Customer Support - EU'. The 'ID' column shows values 34 and 23 respectively.

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 change, create a trigger with the following settings:

③ Criteria

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...

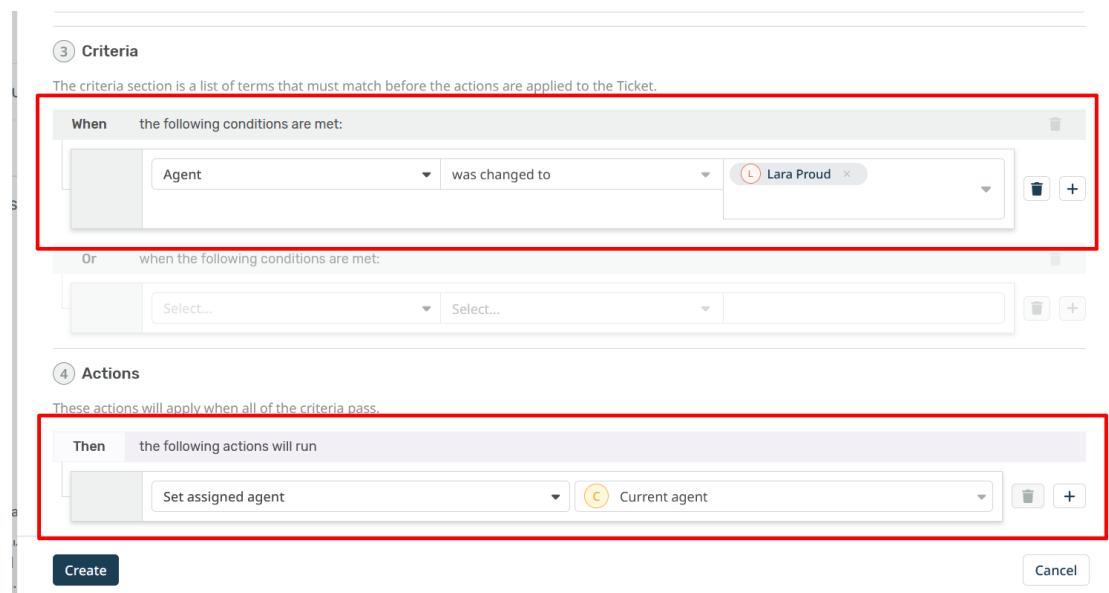
④ Actions

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:

- Tags
- [Ticket Assignment](#)