

How do I prevent a specific agent being assigned tickets?

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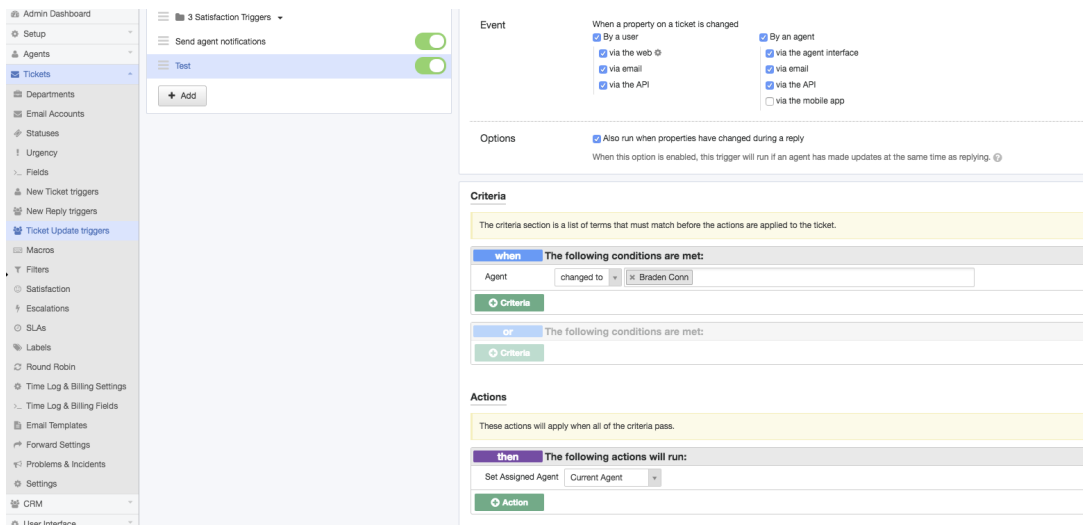
Question

I'm an agent on the helpdesk but I don't need to be assigned any tickets. Sometimes agents accidentally assign me tickets though - is there a way to prevent this from happening?

Answer

Assignment overrides department permissions but what you can do is setup a Ticket Update Trigger so that anytime an agent assigns a ticket to you, it gets assigned back to the agent who did this change.

Simply go to **Admin > Tickets > Ticket Update Trigger** and create one like the example below:



The screenshot shows the Deskpro Admin interface for configuring a Ticket Update Trigger. The left sidebar contains a navigation menu with options like Admin Dashboard, Setup, Agents, Departments, Email Accounts, Statuses, Urgency, Fields, New Ticket triggers, New Reply triggers, Ticket Update triggers (selected), Macros, Filters, Satisfaction, Escalations, SLAs, Labels, Round Robin, Time Log & Billing Settings, Time Log & Billing Fields, Email Templates, Forward Settings, Problems & Incidents, Settings, CRM, and User Interface. The main content area shows the configuration for a trigger named 'Test'. The 'Event' section is set to 'When a property on a ticket is changed' with checkboxes for 'By a user' and 'By an agent'. Under 'By a user', 'via the web', 'via email', and 'via the API' are checked. Under 'By an agent', 'via the agent interface', 'via email', and 'via the API' are checked, while 'via the mobile app' is unchecked. The 'Options' section has 'Also run when properties have changed during a reply' checked. The 'Criteria' section is titled 'The criteria section is a list of terms that must match before the actions are applied to the ticket.' and contains a 'when' condition: 'Agent changed to' with a dropdown menu showing 'Braden Conn'. Below this is an 'or' condition with a 'Criteria' button. The 'Actions' section is titled 'These actions will apply when all of the criteria pass.' and contains a 'then' condition: 'Set Assigned Agent' with a dropdown menu showing 'Current Agent'. Below this is an 'Action' button.