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Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

The best way to implement this is using **departments** (combined with [agent permission groups](#)) rather than teams.

Say you have Agent Group A and Agent Group B, and neither group should be able to see the other's tickets. You would create Department A and Department B, give Group A permission to view Department A only, and give Group B permission to view Department B only.

You could then use triggers or manual assignment by another agent to send tickets to the right departments. See [Limiting agent access to tickets by department](#) for more details.