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Enhance Control with New Can Unassign Agents Permission

2024-05-09 - Lara Proud - [Comments \(0\)](#) - [Product \(Admin\)](#)

We are excited to introduce a new addition to Deskpro's Agent Permissions with **Can Unassign Agents**. This enhancement evolves the existing 'Can Assign Agents' permission into two separate permissions: 'Assign Agents' and 'Unassign Agents', providing more flexibility in managing workload and ticket distribution.

Q	Own	Unassigned	Followed	Assigned
Can view tickets			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Can reply to tickets	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Can modify tickets ▾	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Modify department	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Modify fields	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Assign agents	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Unassign agents	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Assign teams	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Assign tickets to self	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Change ticket owner & add/r...	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Merge ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Modify labels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Modify SLAs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Add notes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Set status to pending	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

The 'Unassign Agents' permission will allow you to permit agents to remove other agents from tickets as required, ensuring a balanced workload and efficient attention to each ticket.

This enhancement of the Agent Permissions is designed to give you increased control over the ticketing process, leading to a more balanced workload distribution and an overall smoother operation.