



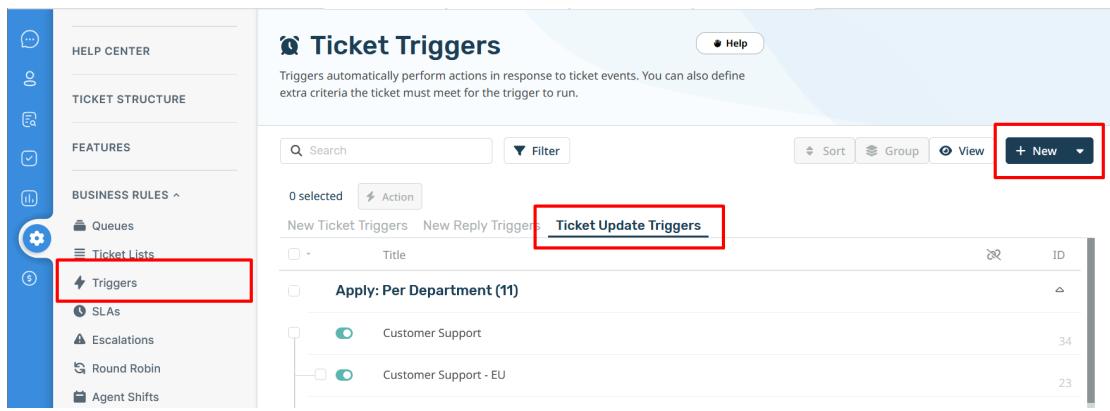
How do I prevent a specific agent being assigned tickets?

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 with various icons and a list of features: HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES (Queues, Ticket Lists, Triggers, SLAs, Escalations, Round Robin, Agent Shifts). The 'Triggers' item 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, filter, and sorting tools. A tab bar shows 'New Ticket Triggers', 'New Reply Triggers', and 'Ticket Update Triggers', with 'Ticket Update Triggers' highlighted with a red box. A 'New' button is located at the top right of the list area, also highlighted with a red box. The list itself shows a single entry: 'Apply: Per Department (11)' with 'Customer Support' and 'Customer Support - EU' listed under it. The right side of the interface shows a vertical scroll bar.

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...

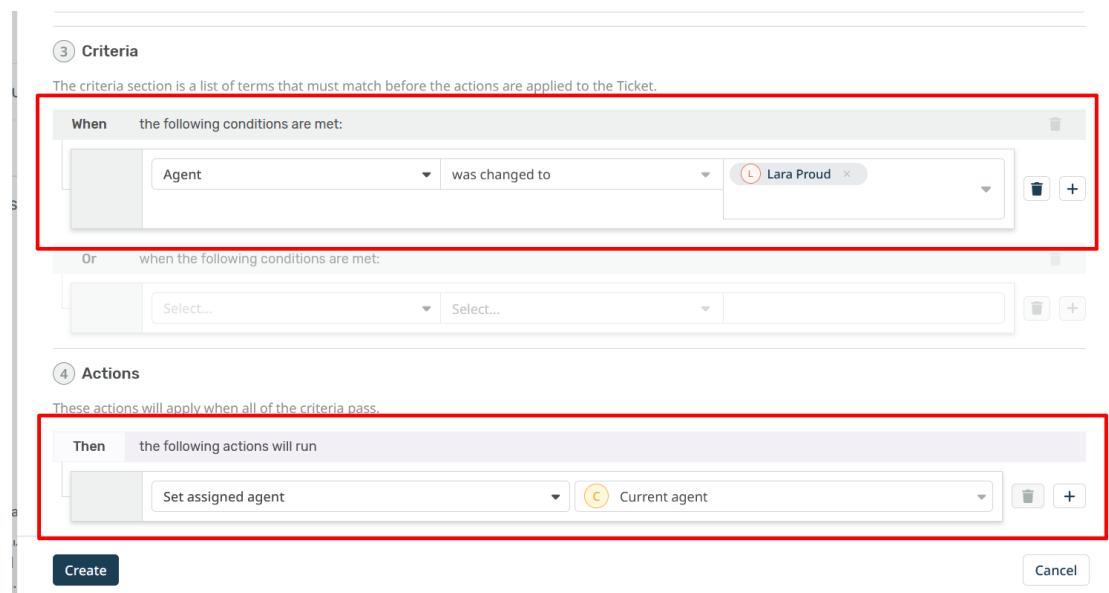
④ Actions

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](#)