

## How do I prevent a specific agent being assigned tickets?

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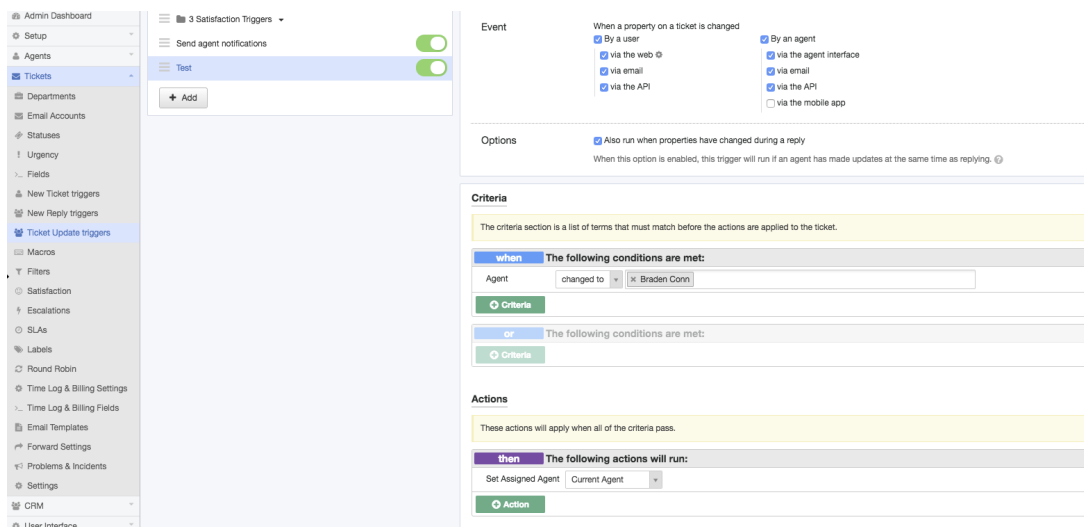
### Question

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. On the left is a sidebar menu with categories like Admin Dashboard, Agents, Departments, and Tickets. The 'Tickets' section is expanded, showing options like Ticket Update triggers. The main area displays the configuration for a 'Ticket Update Trigger'. It includes sections for Event, Options, Criteria, and Actions.

**Event**

When a property on a ticket is changed

- ☒ By a user
  - ☒ via the web
  - ☒ via email
  - ☒ via the API
- ☒ By an agent
  - ☒ via the agent interface
  - ☒ via email
  - ☒ via the API
  - ☐ via the mobile app

**Options**

☒ Also run when properties have changed during a reply

When this option is enabled, this trigger will run if an agent has made updates at the same time as replying.

**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 changed to

**or** The following conditions are met:

**Actions**

These actions will apply when all of the criteria pass.

**then** The following actions will run:

Set Assigned Agent

**Action**