How do I filter users from an authentication source?

James Godwin - 2023-08-29 - Comentarios (0) - Using Deskpro

You can filter an authentication source so that only some of the User Records can be used to log in as a Deskpro User or Agent.

For example, you may have an Active Directory of all the people in the company but want to filter by department so that only the IT department becomes Agents.

See the Admin Guide section Filtering a Usersource for details.