

How do I prevent a specific agent being assigned tickets?

Lauren Cumming - 2023-08-31 - Comentarios (0) - Deskpro Legacy

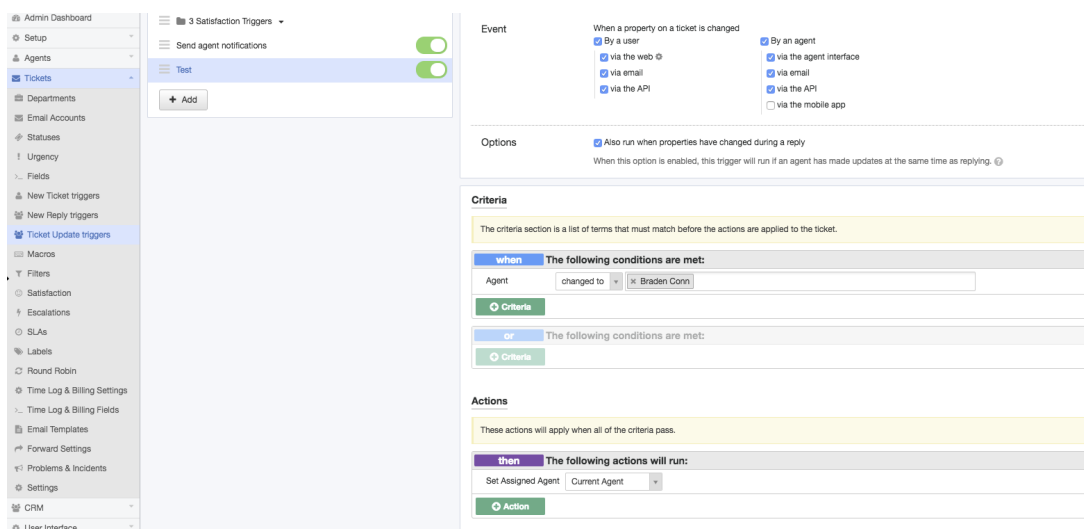
Question

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 displays the Deskpro Admin interface for configuring a Ticket Update Trigger. The left sidebar shows the navigation menu with 'Tickets' selected. The main content area is divided into three sections: Event, Options, and Criteria.

Event: The trigger is configured to fire 'When a property on a ticket is changed'. The 'By a user' checkbox is checked, and the 'via the web' checkbox is also checked. The 'By an agent' checkbox is checked, and the 'via the agent interface' checkbox is also checked. The 'via email', 'via the API', and 'via the mobile app' checkboxes are unchecked.

Options: The 'Also run when properties have changed during a reply' checkbox is checked. A note below states: '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 titled 'The criteria section is a list of terms that must match before the actions are applied to the ticket.' It contains two criteria sections, each with a 'when' header and 'The following conditions are met:' text. The first criterion is 'Agent changed to' with a dropdown menu showing 'Braden Conn'. The second criterion is 'or' with 'The following conditions are met:' text. Both criteria sections have a 'Criteria' button.

Actions: The actions section is titled 'These actions will apply when all of the criteria pass.' It contains one action section with a 'then' header and 'The following actions will run:' text. The action is 'Set Assigned Agent' with a dropdown menu showing 'Current Agent'. There is an 'Action' button.