

How do I prevent a specific agent being assigned tickets?

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

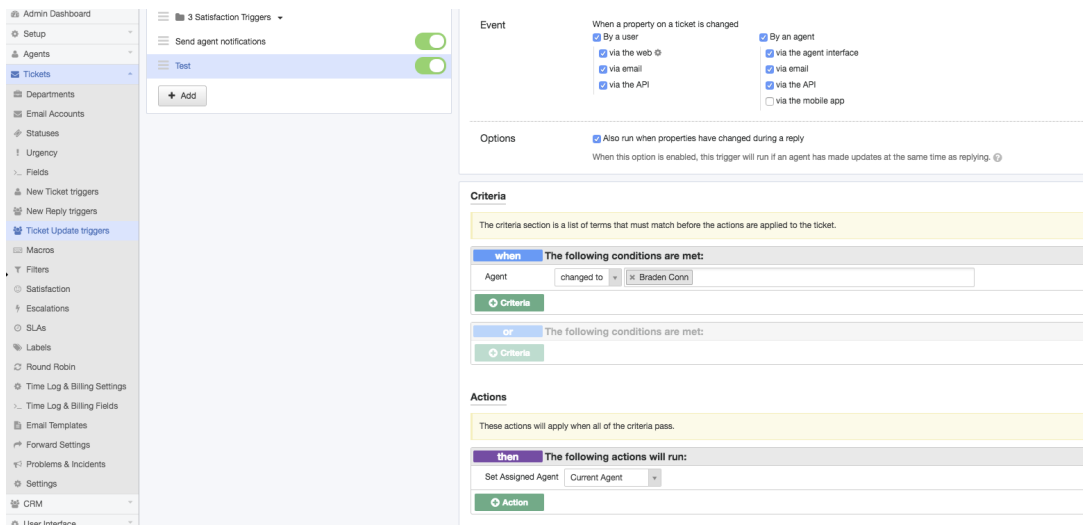
Question

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 titled '3 Satisfaction Triggers' and shows a 'Test' button. The configuration details are as follows:

- 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 Braden Conn
 - or** The following conditions are met:
 - Criteria
- Actions:** These actions will apply when all of the criteria pass.
 - then** The following actions will run:
 - Set Assigned Agent Current Agent