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A separate agent permission to be able to control agent followers Collecting Feedback

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Forum name: #Feature Request •

Additional permissions for agents to add and remove agent followers. At the moment, these permissions mimic the agents ability to **change ticket assignments** and **add/remove .CC's**. In some cases more granularity is needed here

(Comment (1

Eric VanTol

6 سال پیش

Agreed. Adding a follower is exactly the same as adding a CC, so it makes literally no sense .that it requires the permission to reassign tickets in order to work