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Privacy between departments Report

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Forum name: #Feature Request •

Option to only see information that pertains to your department. At present, if you toggle the .option to assign tickets to yourself you also have visibility of other departments agents

(Comment (1

Izsak Szikra

9 ماه پیش

Yes, please. This would be incredibly useful as it would drive department separation more.

Currently all agents have access to all users as they assign a ticket to themselves or to another agent. Why do we have department specific separation on tickets and visibility if all agents are then shown and tickets can be assigned to the wrong department by assigning an ?agent who should have not been visible in the first place