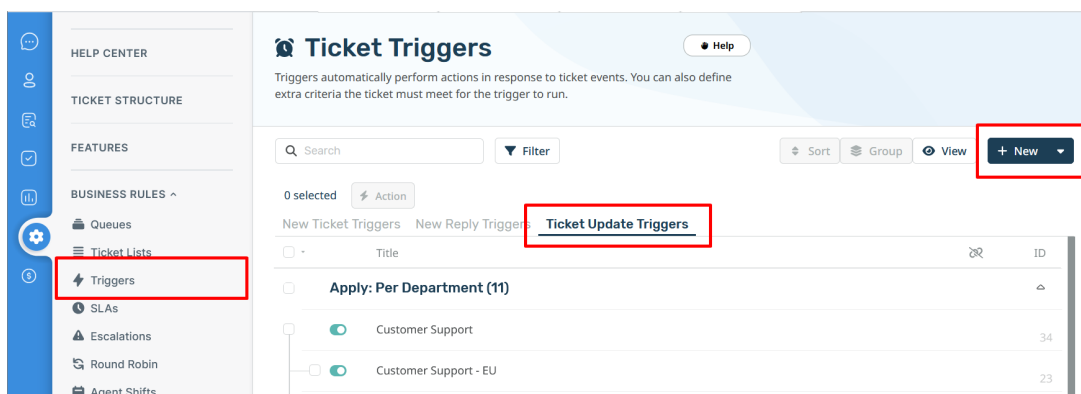![Deskpro logo]

?How do I prevent a specific agent being assigned tickets

Matthew Watt - 2023-08-10 - Comment (1) - Admin

Ticket Assignment overrides Department Permissions, which means even if you have an agent that doesn't need to be assigned tickets, they could still accidentally be assigned .tickets by other agents

If you have a specific agent that doesn't need to be assigned tickets, you can create a **Ticket Update Trigger** to unassign tickets from them automatically. This is useful in the .event another agent accidentally assigns them a ticket

Simply, go to **Admin > Business Rules > Triggers > Ticket Update Triggers**, and click .the **New** button at the top right

Depending on how you want the action to run, you can either: **1) Create a Trigger that automatically assigns the ticket back to the agent who made the change**, or **2) Create a Trigger that automatically moves the ticket back into unassigned**.

:Option 1
To automatically assign the ticket back to the agent who made the chang, create a trigger :with the following settings

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 ▼	was changed to ▼	Ⓛ Lara Proud × ▼	🗑 ✛

Or	when the following conditions are met:			🗑
	Select... ▼	Select... ▼		🗑 ✛

④ Actions

These actions will apply when all of the criteria pass.

Then	the following actions will run	
	Set assigned agent ▼	Ⓒ Current agent ▼	🗑 ✛

Create   Cancel

:Option 2

:To automatically move the ticket to unassigned, create a Trigger with the following settings

Tags
Ticket Assignment