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The best way to implement this is using **departments** (combined with <u>agent permission</u> <u>groups</u>) rather than teams.

Say you have Agent Group A and Agent Group B, and neither group should be able to see the other's tickets. You would create Department A and Department B, give Group A permission to view Department A only, and give Group B permission to view Department B only.

You could then use triggers or manual assignment by another agent to send tickets to the right departments. See <u>Limiting agent access to tickets by department</u> for more details.