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Add agents to new Access Groups automatically Collecting Feedback



• Ruth Cheesley

- **Forum name:** #Feature Request

There is currently no way I can see to automatically add agents to new access levels. This means that each time we add a new access level we have to manually add it for each member of staff so that they might see the knowledgebase, for example.

It would be helpful if there was an option to say 'grant agent access to all access groups' or 'selectively enable access levels' so that in the first case, agents have access to everything

and in the second case, you can choose to selectively add them.