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Limit access to Macros Collecting Feedback

- Dragos
- **Forum name:** #Feature Request

Need to be able to restrict agent access so they can only edit/delete personal macros, not the ones that are global.

Comment (1)

Dragos

6 years ago

We need to have the ability, in the permissions tab of each agent/agent permission group to restrict access to macros. Ideally we would have : Can Create/Remove Can use only and cannot use (a split between Global and Personal macros for those settings would be an nice addition as well). We have had a few instances, 2 in the last 3 months actually, where agents, not out of malice but thinking they were only changing their own macros, delete macros that were global, used by the rest of the teams. The impact in productivity was immense both times it happened and the extra load on management and team leaders to figure out what happened and along with our Deskpro Admins to fix it was very costly as well. It may seem like a minor thing, however it can be very disruptive. Thank you, Dragos