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Be able to create multiple agent groups for ticket assignments and restrict them Collecting Feedback

- Gerry Hooper
- **Forum name:** #Feature Request

We would like to have the option of creating multiple Agents lists/groups for other Agents to choose from. For example, Agents in Group 1 will only have the option of assigning tickets to Agents in Group 2, etc. They would not be able to see any other Agent not in that group.

Thank you.