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## **Permissions checker tool to test what permissions are effective for different agents across different departments** **Collecting Feedback**

- KR Keith Ritter
- **Fórum neve:** #Feature Request

It would be great to have an "effective permissions" tool which can check that permissions are being applied properly. We have several departments in our Helpdesk and some agents are meant to be "view only" in departments and edit access in another. Because of our somewhat complex permissions, it is confusing to see what "effective" permissions agents have in what departments. It gets hard to manage even with permission groups. And logging in as each agent is also time consuming.