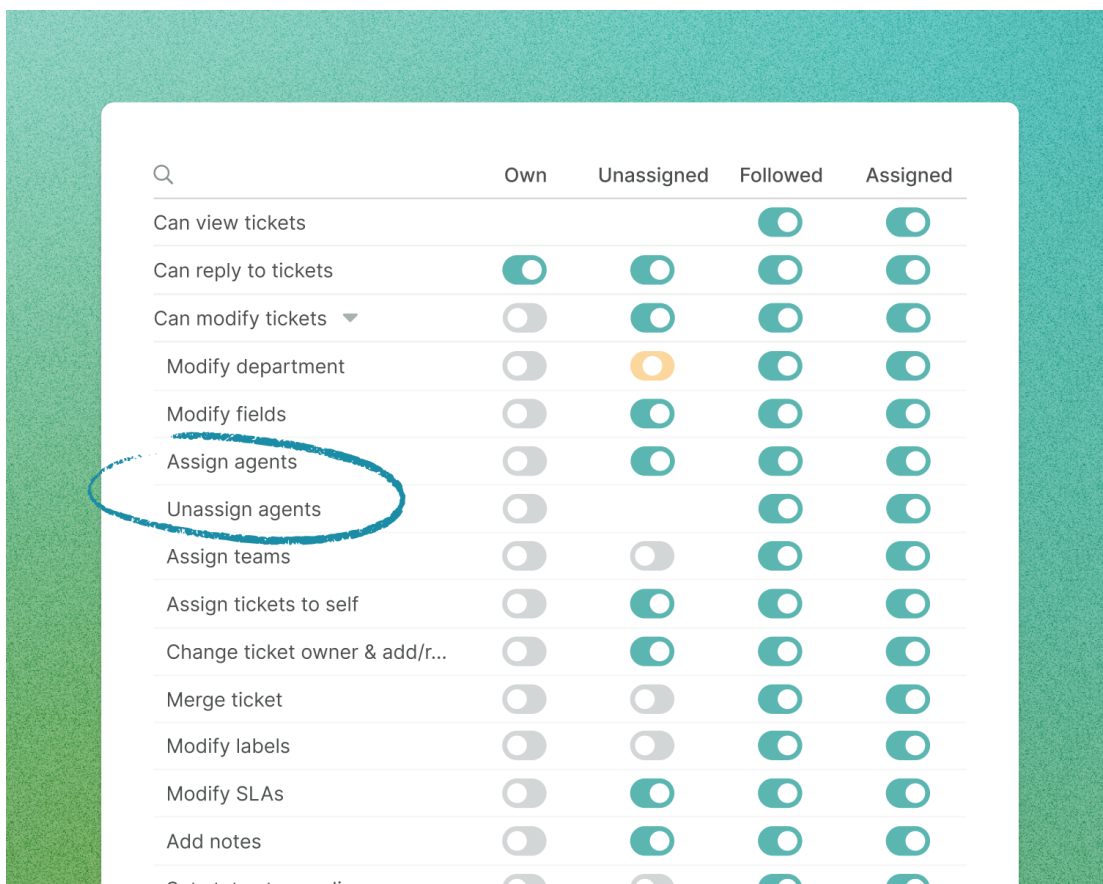


Enhance Control with New Can Unassign Agents Permission

2024-05-09 - Lara Proud - [\(0\) megjegyzés](#) - [Product \(Admin\)](#)

We are excited to introduce a new addition to Deskpro's Agent Permissions with **Can Unassign Agents**. This enhancement evolves the existing 'Can Assign Agents' permission into two separate permissions: 'Assign Agents' and 'Unassign Agents', providing more flexibility in managing workload and ticket distribution.



| Q | Own | Unassigned | Followed | Assigned |
|--------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Can view tickets | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Can reply to tickets | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Can modify tickets ▾ | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Modify department | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Modify fields | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Assign agents | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Unassign agents | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Assign teams | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Assign tickets to self | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Change ticket owner & add/r... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Merge ticket | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Modify labels | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Modify SLAs | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Add notes | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Set status to pending | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

The 'Unassign Agents' permission will allow you to permit agents to remove other agents from tickets as required, ensuring a balanced workload and efficient attention to each ticket.

This enhancement of the Agent Permissions is designed to give you increased control over the ticketing process, leading to a more balanced workload distribution and an overall smoother operation.