



[Help Center](#) > [Tanggapan](#) > [Feature Request](#) > [Agent Email Notifications Department Specific](#)

Agent Email Notifications Department Specific Collecting Feedback

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- **Forum name:** #Feature Request

An agent in this DeskPro instance only wants email notifications for tickets in her departments. However, they are still getting tickets for other depts, is there any way to create extra criteria in the notifications set up?