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Separate the owned and team agent permissions Collecting Feedback

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- **Nome del forum:** #Feature Request

Currently the permissions for owned tickets and team-owned tickets is merged under the "Can modify owned and team tickets" section. We would like to be able to assign agents different permissions for tickets they own vs. the permissions they have to modify tickets owned by others on their team(s). Right now, we can't do this, as the 2 permissions sets are merged like this.