

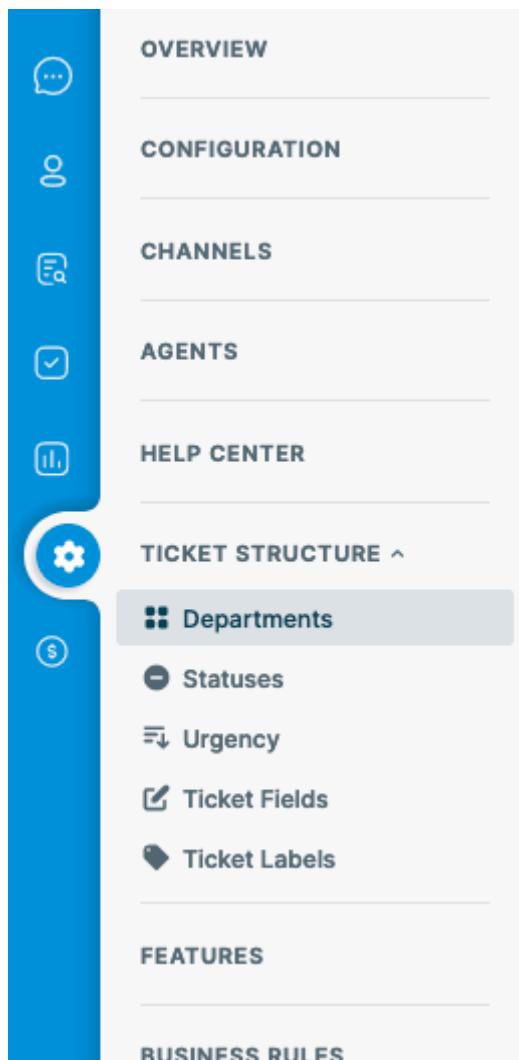


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How can I make a department visible to agents only?

Simon Paulger - 2023-09-07 - [Comments \(0\)](#) - [Ticket Structure](#)

Creating a Department that is only visible to Agents, that Users never see, can be done with the use of [Usergroups](#). To make a Department visible to agents only, go to **Admin > Ticket Structure > Departments**.



Either create a new Department with the **+ New** button, or select the Department you want to make Agent Only, and under the **Permissions** tab remove all usergroup permissions. Below is an example of an Agent Only Department called "HR Investigations".

Edit: HR Investigations

Information **Permissions** Form Website Embed

User Agent

Usergroup permissions control which of your users can select a department when submitting a ticket. Note that it is still possible for agents to change the department to one that a user would not be able to select department regardless of user permissions. Usergroup permissions are therefore very important.

Usergroup Permissions	Full access
221B Solar Trial	<input type="checkbox"/>
Contractors	<input type="checkbox"/>
Everyone	<input type="checkbox"/>
Internal Users	<input type="checkbox"/>
Registered	<input type="checkbox"/>
Support	<input type="checkbox"/>

This will stop users from seeing this Department when they create or edit a ticket on the Help Center.

However, if an Agent assigned a User's ticket to a hidden Department, the user could still see it from the Help Center.

Resolve ticket

Ticket Status

 Awaiting User

Created

Thu, 7th Sep 2023 2:48pm

Reference

OKXJ-0786-NAZA

Assigned agent



Lara Proud

CCs 0

[CC +](#)

No participants

[Click here to scroll down to the form.](#)

Ticket Properties

[Edit !\[\]\(2bae76de5ebbd5c4d7d47162f1673734_img.jpg\)](#)

Department

HR Investigations

However, you can give the Department an Alias to stop the name from being seen by your end users. To do this, go to **Admin > Ticket Structure > Departments** and enable **Display an alias to end-users**, then enter an alternative name to be displayed to users.

Edit: HR Investigations

Information Permissions Form Website Embed

Title*

HR Investigations

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Display an alias to end-users

Alias

Human Resources

6

So then the end-user will see whatever name you want to display: