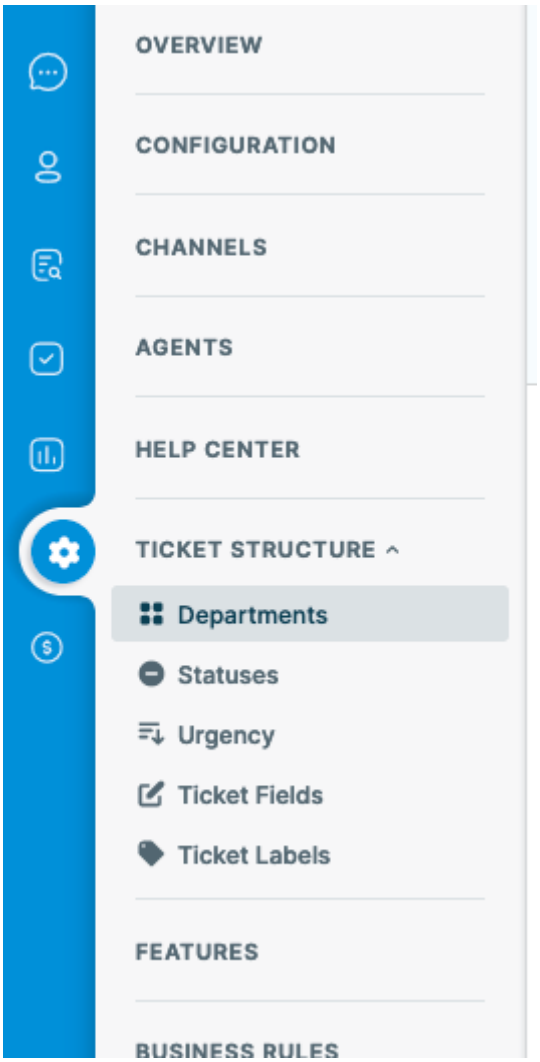
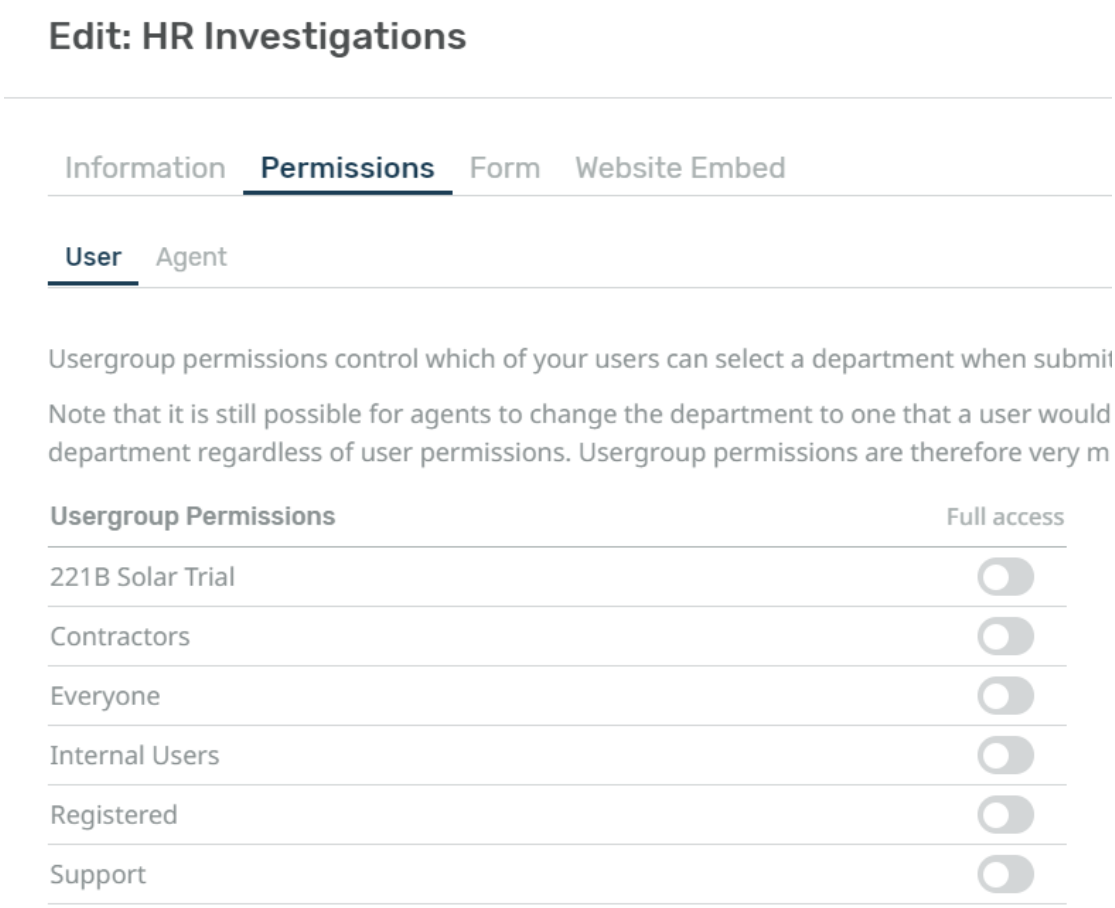
How can I make a department visible to agents only?

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".



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.

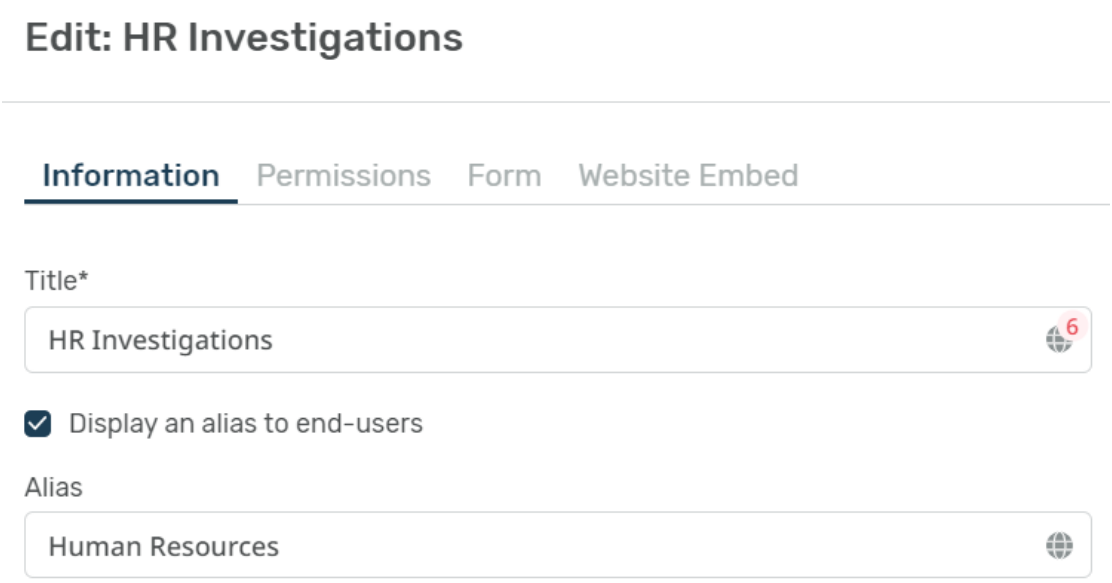
Ticket Properties

Edit

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.



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