

How do I prevent a specific agent being assigned tickets?

Lauren Cumming - 2023-08-31 - Comments (0) - Deskpro Legacy

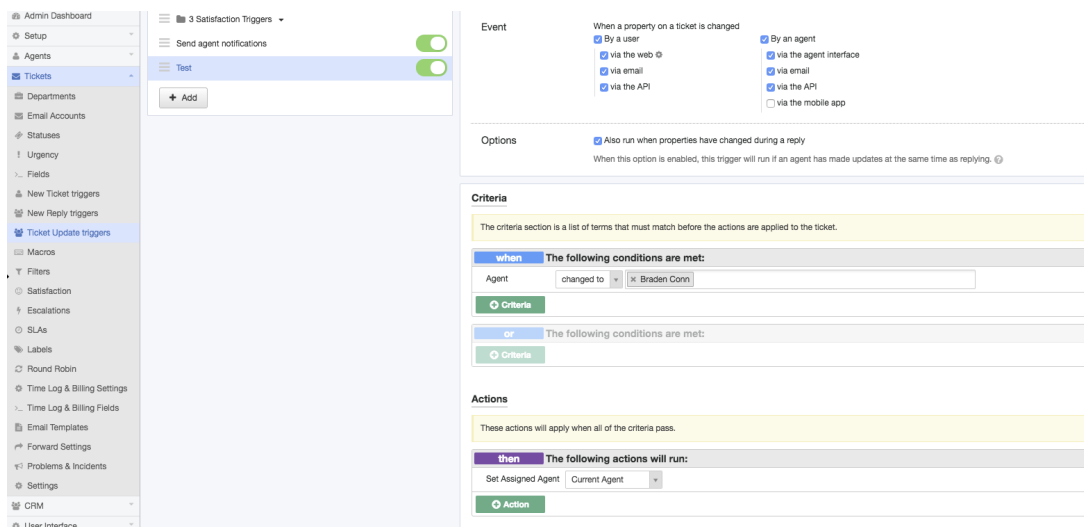
Question

I'm an agent on the helpdesk but I don't need to be assigned any tickets. Sometimes agents accidentally assign me tickets though - is there a way to prevent this from happening?

Answer

Assignment overrides department permissions but what you can do is setup a Ticket Update Trigger so that anytime an agent assigns a ticket to you, it gets assigned back to the agent who did this change.

Simply go to **Admin > Tickets > Ticket Update Trigger** and create one like the example below:



The screenshot shows the Deskpro Admin interface. On the left is a sidebar menu with categories like Admin Dashboard, Agents, Departments, and Tickets. The 'Tickets' section is expanded, showing options like Ticket Update triggers. The main area displays the configuration for a 'Ticket Update Trigger'. It includes sections for Event, Options, Criteria, and Actions.

Event

When a property on a ticket is changed

- ☒ By a user
 - ☒ via the web
 - ☒ via email
 - ☒ via the API
- ☒ By an agent
 - ☒ via the agent interface
 - ☒ via email
 - ☒ via the API
 - ☐ via the mobile app

Options

☒ Also run when properties have changed during a reply

When this option is enabled, this trigger will run if an agent has made updates at the same time as replying.

Criteria

The criteria section is a list of terms that must match before the actions are applied to the ticket.

when The following conditions are met:

Agent changed to

or The following conditions are met:

Actions

These actions will apply when all of the criteria pass.

then The following actions will run:

Set Assigned Agent

Action