

How can I make a department visible to agents only?

Ben Henley - 2023-09-07 - Comments (0) - Deskpro Legacy

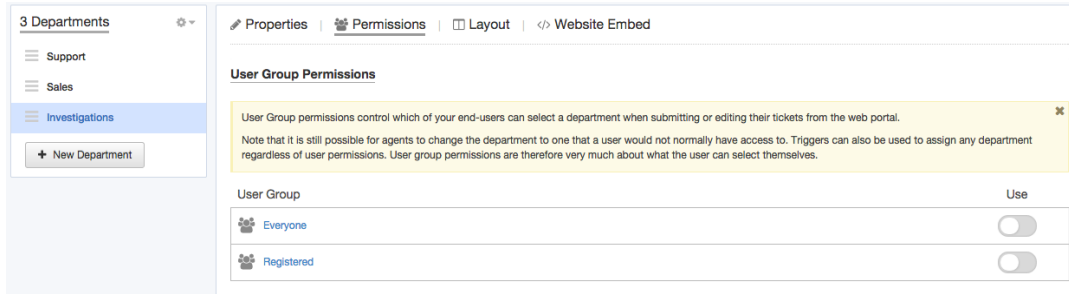
Question:

I want to make a department that is only visible to agents and that users never see. Does Deskpro support this?

Answer:

This can be done with the use of [User Groups](#). To make a department visible to agents only, go to **Admin > Tickets > Departments**, select the department, and on its **Permissions** tab remove all user group permissions.

For example, here's an agents-only department called "Investigations".



The screenshot shows the 'Permissions' tab for a department named 'Investigations'. The left sidebar shows a list of departments: Support, Sales, and Investigations (selected). The main content area has tabs for Properties, Permissions (selected), Layout, and Website Embed. Below the tabs is a 'User Group Permissions' section with a yellow warning box. The warning box contains the text: 'User Group permissions control which of your end-users can select a department when submitting or editing their tickets from the web portal. Note that it is still possible for agents to change the department to one that a user would not normally have access to. Triggers can also be used to assign any department regardless of user permissions. User group permissions are therefore very much about what the user can select themselves.' Below the warning box is a table with two columns: 'User Group' and 'Use'. The table has two rows: 'Everyone' and 'Registered'. The 'Use' column for both rows has a toggle switch that is turned off.

User Group	Use
Everyone	<input type="checkbox"/>
Registered	<input type="checkbox"/>

This will stop users seeing this department when they create or edit a ticket on the portal.


However, if an agent assigned a user's ticket to a hidden department, the user could still see it from the portal.

Home → Your Tickets → Important issue

Important issue

Ticket Ref: 7 Mon, 10th Nov 2014 3:18pm

Assigned Agent	Adele Min
Department	Investigations
Custom date	Wed, 29th Oct 2014

 Adele Min

To prevent this happening, go to **Tickets > Departments** and enable **Show a different title to end-users**, then enter an alternative name to be displayed to users.

Properties | Permissions | Layout | Website Embed

Title *

Investigations

This is the title as it will appear throughout the agent and user interfaces.

Show a different title to end-users

Support