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## Increase Chat Permission Options Collecting Feedback

- LL
- Naam forum: #Feature Request

On this part, can you please put an option that would disallow chat agents from changing chat assignments, departments, etc?

[Properties](#) | [Permissions](#) | [Departments](#)

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Can use chat	<input checked="" type="checkbox"/>
Can view old chat transcripts	<input checked="" type="checkbox"/>
Can view unassigned chats	<input checked="" type="checkbox"/>
Can view chats assigned to others	<input checked="" type="checkbox"/>
Can create new chat labels	<input type="checkbox"/>
Can delete chat transcripts	<input type="checkbox"/>

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Chat results can easily be manipulated since manually unassigned chats are not counted