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## Restrict the Agent and Agent Teams that can be selected in the ticket assignment drop-down menus Collecting Feedback

- AS Ahmad Sahrizal
- **Naam forum:** #Feature Request

Dear Deskpro,

We'd like to be able to restrict what agents can select in these drop-downs:

The screenshot shows the 'PROPERTIES' tab of a ticket in Deskpro. It features two dropdown menus for assignment. The 'Agent' dropdown is currently set to '(200) Ahmad Sahrizal' and has a 'Unassign' link above it. The 'Team' dropdown is currently set to 'L1 - HAI DJPb' and has 'Assign to My Team' and 'Unassign' links above it. Both dropdowns show a small icon of the selected item (a crown for the agent and a person for the team).

For example:

Agent A is included in Team 1 (consist of A and B) and Team 2 (A and C), so A have ability to assign ticket only to his team (Team 1 and Team 2)

and to Agent Member in his team (A, B, C).

In additions, I think it will be nice if Deskpro can separate Agent based on brand. so if Agent Layer 1/First Line Agent that receives ticket first from user, they can escalate ticket only to Agent that belong to his/her brand.

## Reacties (2)

**M Mahmoud**

4 jaar geleden

When assigning a ticket to an agent, we want to be able to set it so that the agent can only see team members or agents who have access to that department. Thank you!

**GH Gerry Hooper**

9 jaar geleden

We would like to have the option of creating multiple Agents lists/groups for other Agents to choose from. For example, Agents in Group 1 will only have the option of assigning tickets to Agents in Group 2, etc. They would not be able to see any other Agent not in that group. Thank you.