

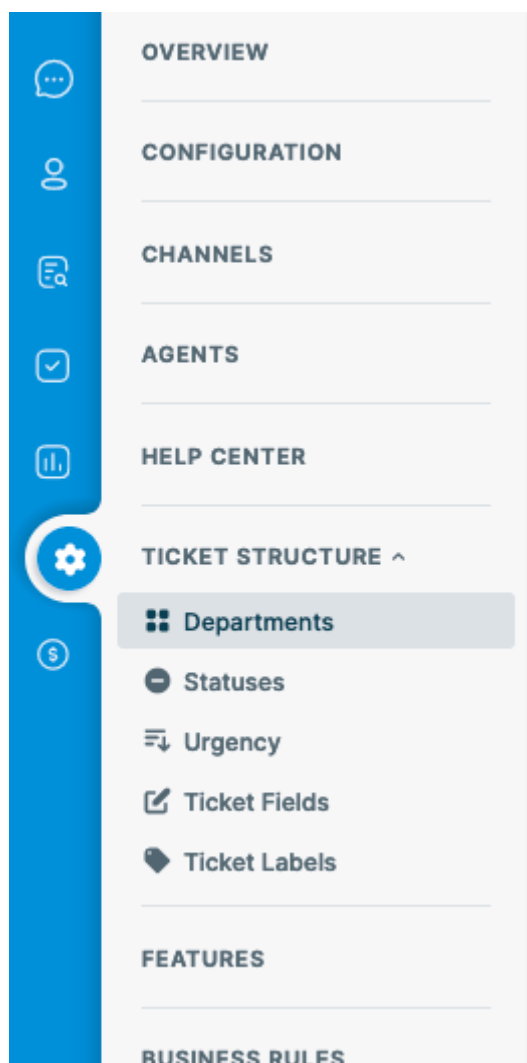


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## How can I make a department visible to agents only?

Simon Paulger - 2023-09-07 - [Reacties \(0\)](#) - [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".

# Edit: HR Investigations

Information **Permissions** Form Website Embed

**User** Agent

Usergroup permissions control which of your users can select a department when submit

Note that it is still possible for agents to change the department to one that a user would department regardless of user permissions. Usergroup permissions are therefore very m

| Usergroup Permissions | Full access              |
|-----------------------|--------------------------|
| 221B Solar Trial      | <input type="checkbox"/> |
| Contractors           | <input type="checkbox"/> |
| Everyone              | <input type="checkbox"/> |
| Internal Users        | <input type="checkbox"/> |
| Registered            | <input type="checkbox"/> |
| Support               | <input type="checkbox"/> |

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.

## Edit: HR Investigations

Information

Permissions

Form

Website Embed

Title\*

HR Investigations



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☒ Display an alias to end-users

Alias

Human Resources



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