

How do I prevent a specific agent being assigned tickets?

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

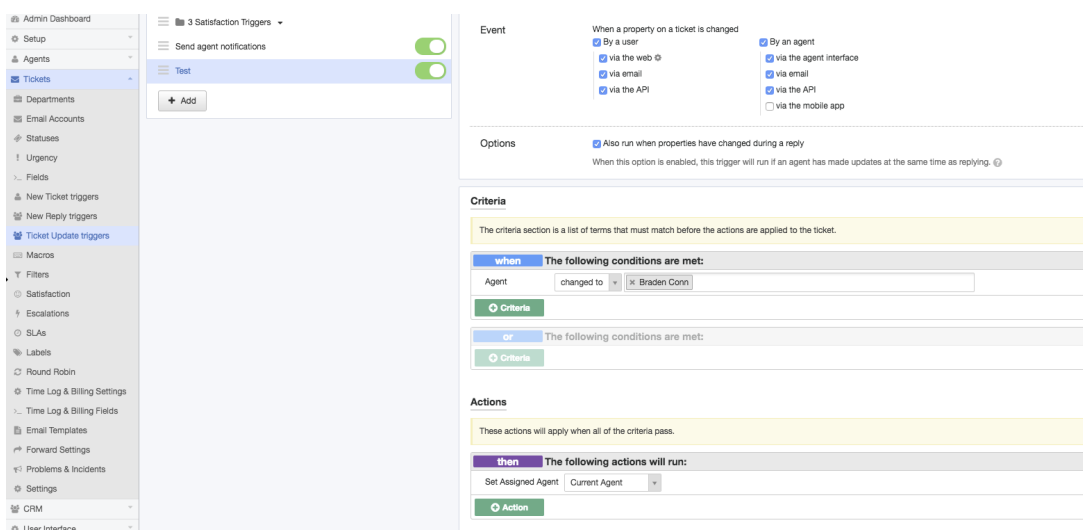
Question

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 displays the Deskpro Admin interface for configuring a Ticket Update Trigger. The left sidebar shows the navigation menu with 'Ticket Update triggers' selected. The main content area is titled 'Event' and shows the configuration for a trigger that runs 'When a property on a ticket is changed'. The 'Event' section is set to 'By an agent' and includes checkboxes for 'By a user', 'Via the web', 'Via email', and 'Via the API'. The 'Options' section is checked for 'Also run when properties have changed during a reply'. The 'Criteria' section is titled 'The following conditions are met:' and includes a condition for 'Agent' changed to 'Braden Corn'. The 'Actions' section is titled 'The following actions will run:' and includes an action for 'Set Assigned Agent' to 'Current Agent'.