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## Increase Chat Permission Options Collecting Feedback

- L L
- **Nazwa 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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|                                   |        |      |         |         |        |                                     |
|-----------------------------------|--------|------|---------|---------|--------|-------------------------------------|
| Tickets                           | People | Chat | Publish | Profile | Others | Toggle All                          |
| 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"/>            |

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