Separate delete and spam agent permissions Declined

- OB Olly Barrett
- **Nazwa forum:** #Feature Request

Would it be possible to separate the permissions for 'Delete' from 'Spam' in tickets. I'd like to grant agents the right to spam tickets but not the ability to delete them altogether. Currently this is conjoined and queues are clogging up with spam.

Komentarz (1)

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This could actually be achieved through the use of ticket update triggers. The action to set a ticket status to "spam" exists - a trigger could be created to detect a certain action, likely a change in a workflow custom field, or the addition of a "mark-as-spam" style label. The agent would not need full delete permissions to trigger this action.