



How do I limit agent access to tickets by department?

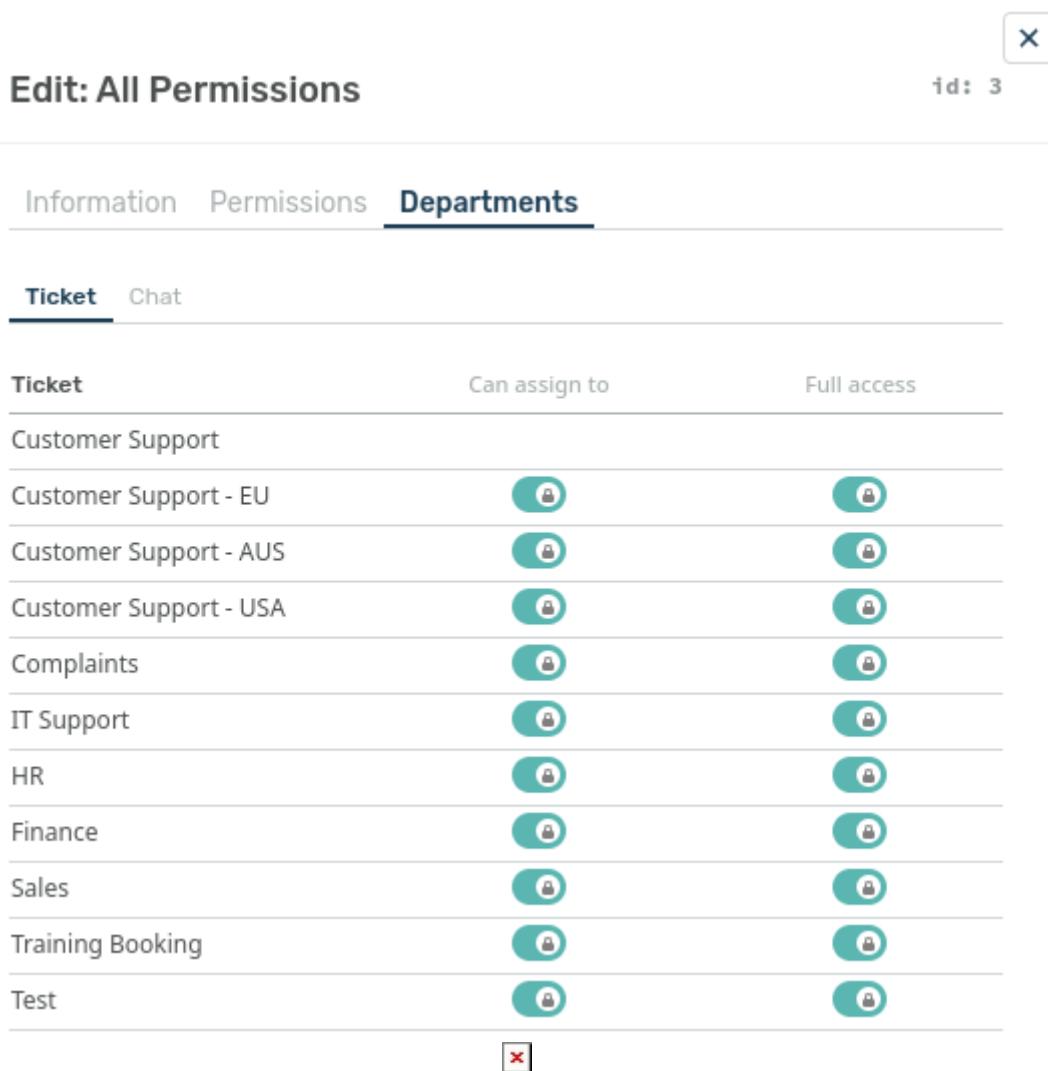
Matias Navarro Carter - 2024-02-07 - [Komentarze \(0\)](#) - [Admin](#)

One function of departments is limiting agent access to tickets.

For example, you can set up your helpdesk so that your support agents only have access to tickets in the Support department, while your sales staff can only access tickets in the Sales department.

You implement this using **agent permission groups** to set department permissions; you can manage them from Agents > Permission Groups in the admin interface.

By default, all your agents are part of the built-in **All Permissions** and **All Non-Destructive Permissions** groups, which provide access to all departments and can't be edited. Therefore, to set up selective department access, you need to remove your agents from those groups.

A screenshot of the 'Edit: All Permissions' page in the Deskpro admin interface. The page has a header with a close button and an ID of '3'. Below the header, there are tabs for 'Information', 'Permissions', and 'Departments', with 'Departments' being the active tab. Under the tabs, there are 'Ticket' and 'Chat' sections. The main content is a table with three columns: 'Ticket', 'Can assign to', and 'Full access'. The 'Ticket' column lists various department names. The 'Can assign to' and 'Full access' columns each contain a series of teal-colored circular checkboxes, all of which are checked for every row. A red 'X' icon is located at the bottom right of the table.

Ticket	Can assign to	Full access
Customer Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer Support - EU	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer Support - AUS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer Support - USA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Complaints	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
IT Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Finance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sales	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Training Booking	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Test	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Select the **All Permissions** group Properties tab and remove all the agents who should have limited department access by unselecting the checkboxes. Repeat for All Non-Destructive Permissions.



id: 3

Edit: All Permissions

Information Permissions Departments

This is a special built-in permission group that grants all permissions to members. Agents in this group will have full access to the agent interface, including access to all ticket departments.

Name

All Permissions

Agents (11 of 20 selected)

Select All

Search

 Admin Hannah Scott Sherlock Holmes John Watson Letitia Hudson Shinwell Johnson Athelney Jones Greg Lestrade Mycroft Holmes James Moriarty Irene Adler Langdale Pike Lara Proud Agent Matt Wray Paul Davies Alesia Burvin Joell Chris Padfield Kimberley Wilson

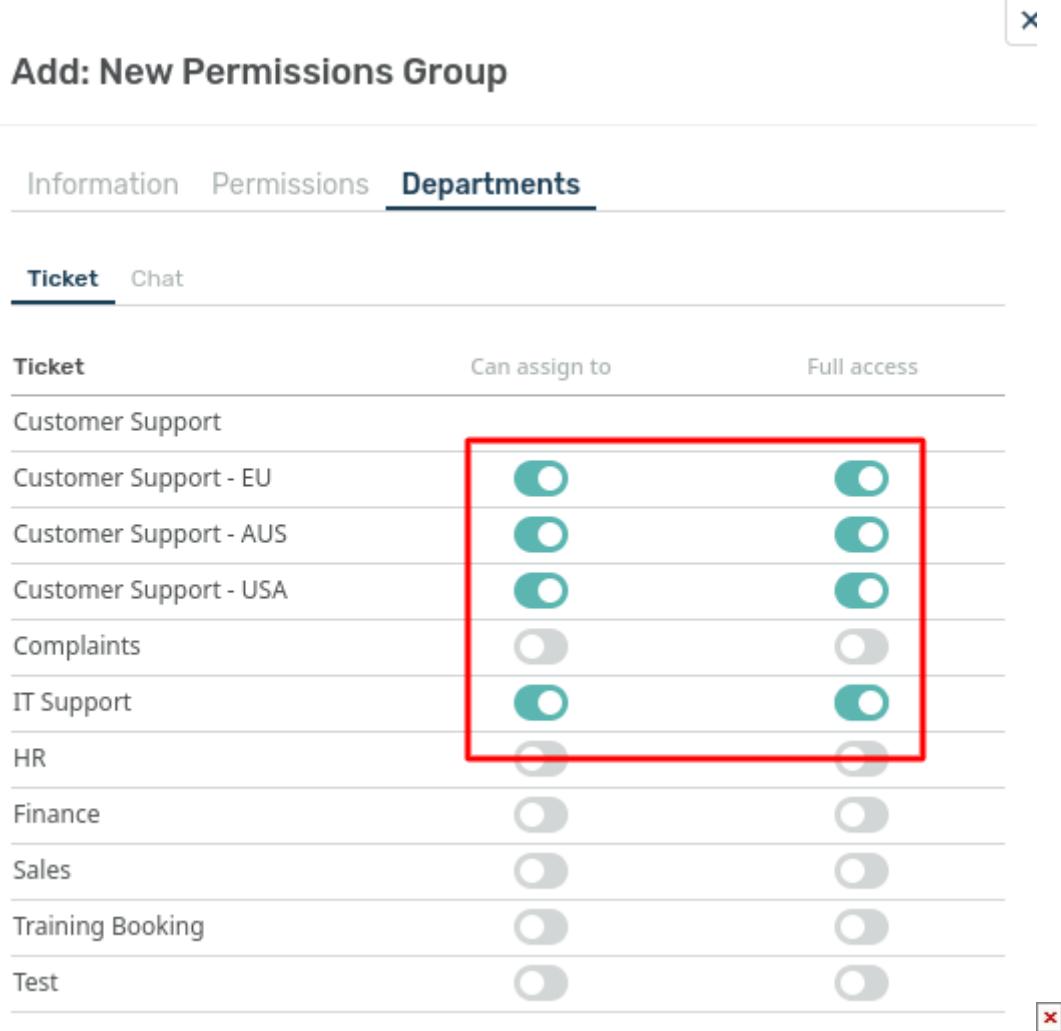
Now you need to grant back all the permissions you have just removed, except that you will grant full access to each department selectively.

There are two ways to do this:

Method 1: Multiple Permission Groups

You can create several different permission groups, each one granting access to a different department (as well as all the other permissions your agents need). If you have a lot of agents to manage relative to the number of departments, this is the best option.

For example, you could create permission groups with Sales department access and Support department access.



Ticket	Can assign to	Full access
Customer Support	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer Support - EU	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer Support - AUS	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer Support - USA	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Complaints	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
IT Support	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HR	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Finance	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Sales	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Training Booking	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Test	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>

You can then assign agents to the appropriate permission group to give them either Sales or Support access.



Add: New Permissions Group

Information Permissions Departments

Name

Sales

Agents (5 of 20 selected)

Select All

Search

Admin

Hannah Scott

Sherlock Holmes

John Watson

Letitia Hudson

Shinwell Johnson

Athelney Jones

Greg Lestrade

Mycroft Holmes

James Moriarty

Irene Adler

Langdale Pike

Lara Proud

Agent

Matt Wray

Paul Davies

Alesia Burvin

Joell

Chris Padfield

Kimberley Wilson

Method 2: Single Permission Group

You can create a single permission group with no department permissions (but all the other permissions your agents need), and then grant department permissions from individual agent profiles. This may be quicker if you have a low agent to department ratio, e.g. you only have one agent per department.

In this case, you would assign all your agents to the same permission group, then set their department permissions individually.

[Properties](#) [Permission](#) [Department](#) [Notifications](#) [2FA](#)

Permission groups are pre-defined sets of permissions you can easily apply to multiple agents. Select the permission groups to apply to this agent:

Permissions Groups (1 of 7 selected)

[Select All](#) **NON-Destructive Permissions**

- All Permissions
- Customer Support Trainees
- Customer Support
- Customer Support Managers
- IT Support
- Notes only agents

 [Permissions Groups](#)[Override Permissions](#)

This will unlock the toggles below and remove this agent from all permission groups. Any changes you make will not take effect, until you click "Save"

[Ticket](#) [Chat](#)

Ticket	Can assign to	Full access
Customer Support		
Customer Support - EU	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer Support - AUS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer Support - USA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Complaints	<input type="checkbox"/>	<input type="checkbox"/>
IT Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HR	<input type="checkbox"/>	<input type="checkbox"/>
Finance	<input type="checkbox"/>	<input type="checkbox"/>
Sales	<input type="checkbox"/>	<input type="checkbox"/>
Training Booking	<input type="checkbox"/>	<input type="checkbox"/>
Test	<input type="checkbox"/>	<input type="checkbox"/>

Notes

1. For departments where the agent doesn't have full access, you can choose to grant 'assign' access. This means the agent is allowed to assign a ticket to that department, but nothing else: so after they assign the ticket, they won't be able to see it.
2. You can see which permission groups and individual agents have access to each department by going to **Ticket Structure > Departments**, and looking at the departments' Permission tabs.