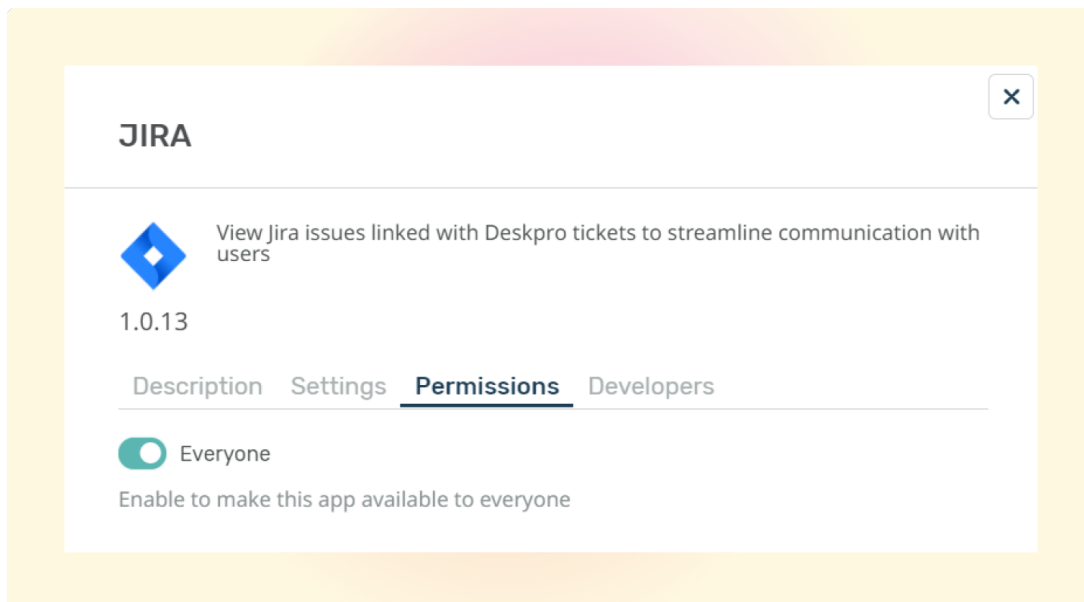


We have added a global permissions toggle to enable or disable Agent App permissions

2022-08-30 - Lara Proud - Comment (1) - Product (Admin)

This new 'Everyone' Permissions toggle, will allow you to define Agent permissions on a global level when installing and updating your Deskpro apps.



Enabling permissions for all of your Agents will ensure that the app is available for everyone as soon as it's ready for use.

But you can still specify permissions for certain groups of Agents in the helpdesk if you prefer. E.g., if only one department needs access to an app, you can leave this toggle disabled and simply provide access to that one department.