

## How do I prevent a specific agent being assigned tickets?

Lauren Cumming - 2018-03-14 - Comments (0) - Using Deskpro

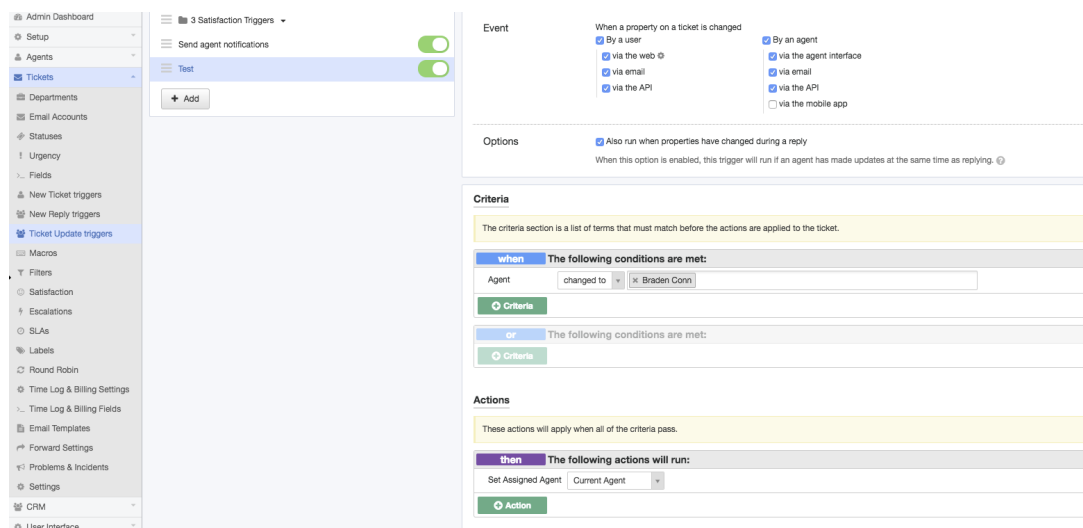
### Question

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 'Tickets' selected. The main content area is titled '3 Satisfaction Triggers' and shows a list of triggers, with 'Test' selected. The configuration panel for the 'Test' trigger is visible, showing the following settings:

- Event:** When a property on a ticket is changed
  - By a user
    - via the web
    - via email
    - via the API
  - By an agent
    - via the agent interface
    - via email
    - via the API
    - via the mobile app
- Options:**
  - Also run when properties have changed during a reply
- Criteria:**
  - The criteria section is a list of terms that must match before the actions are applied to the ticket.
  - when** The following conditions are met:
    - Agent changed to Braden Conn
  - or** The following conditions are met:
    - Criteria
- Actions:**
  - These actions will apply when all of the criteria pass.
  - then** The following actions will run:
    - Set Assigned Agent Current Agent
  - Action

Tags  
2018