

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

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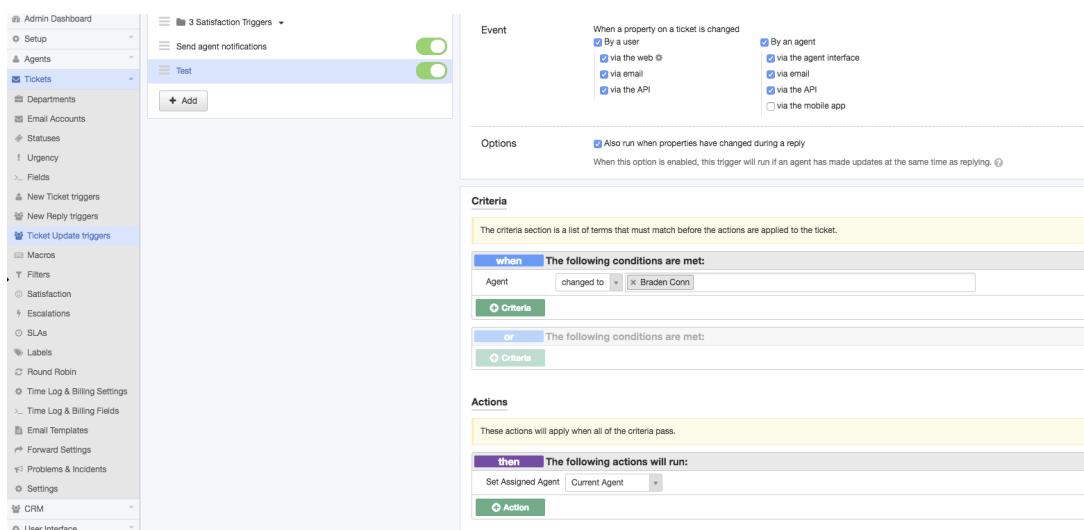
### Question

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 shows the Deskpro Admin interface. On the left is a sidebar menu with categories like Admin Dashboard, Setup, Agents, Tickets, Departments, Email Accounts, Statuses, Urgency, Fields, New Ticket triggers, New Reply triggers, Ticket Update triggers (highlighted), Macros, Filters, Satisfaction, Escalations, SLAs, Labels, Round Robin, Time Log & Billing Settings, Time Log & Billing Fields, Email Templates, Forward Settings, Problems & Incidents, Settings, CRM, and User Interface. The main content area is titled '3 Satisfaction Triggers' and has a 'Test' button. Below this is a 'Ticket Update triggers' section with an 'Add' button. The configuration for a new trigger is shown on the right. It starts with an 'Event' section: 'When a property on a ticket is changed' with checkboxes for 'By a user' (checked), 'By an agent' (checked), 'Via the web' (checked), 'Via email' (checked), 'Via the API' (checked), and 'Via the mobile app' (unchecked). The 'Options' section has a checkbox 'Also run when properties have changed during a reply' which is checked, with a note: 'When this option is enabled, this trigger will run if an agent has made updates at the same time as replying.' The 'Criteria' section has a yellow header 'The criteria section is a list of terms that must match before the actions are applied to the ticket.' It contains two criteria: 'when The following conditions are met:' with 'Agent' changed to 'x Braden Corn', and 'or The following conditions are met:' with a 'Criteria' button. The 'Actions' section has a yellow header 'These actions will apply when all of the criteria pass.' It contains one action: 'then The following actions will run:' with 'Set Assigned Agent' set to 'Current Agent' and an 'Action' button.