

## Improved Agent Permissions delineate access to Notes and Messages

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As operational security and compliancy are becoming a new and constant priority for service desk managers, we have expanded on the permission groups you can create for your support agents. These have been made more granular to improve “read-only” behaviour.

The agent permissions to **Edit and Delete** objects throughout the helpdesk were *previously* a single toggled item. This has worked perfectly for many scenarios leading up till now, however as we have seen huge teams grow over time, and the software being implemented in very high security environments, a more stringent set of access controls is now needed by many organisations.