

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

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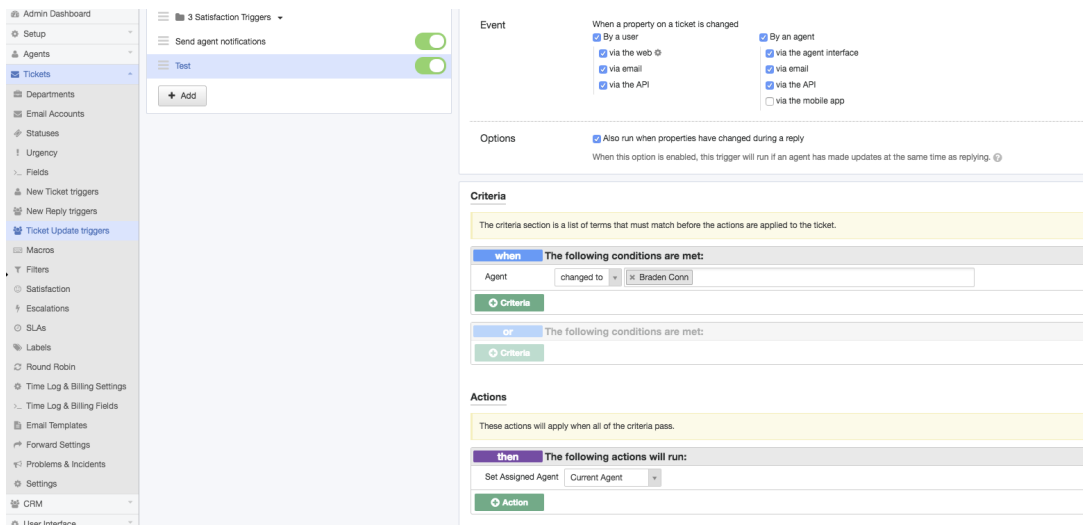
### Question

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 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 'Test' button and an '+ Add' button. The configuration panel is divided into several sections:

- Event:** 'When a property on a ticket is changed'. It includes checkboxes for 'By a user' (checked) and 'By an agent' (checked). Under 'By a user', there are checkboxes for 'via the web' (checked), 'via email' (checked), and 'via the API' (checked). Under 'By an agent', there are checkboxes for 'via the agent interface' (checked), 'via email' (checked), 'via the API' (checked), and 'via the mobile app' (unchecked).
- Options:** A checkbox for 'Also run when properties have changed during a reply' is checked. A note below states: 'When this option is enabled, this trigger will run if an agent has made updates at the same time as replying.'
- Criteria:** A section titled 'The criteria section is a list of terms that must match before the actions are applied to the ticket.' It contains a 'when' condition: 'Agent changed to' with a dropdown menu showing 'x Braden Conn'. Below this is an 'or' condition with a 'Criteria' button.
- Actions:** A section titled 'These actions will apply when all of the criteria pass.' It contains a 'then' condition: 'Set Assigned Agent' with a dropdown menu showing 'Current Agent'. Below this is an 'Action' button.