

How do I prevent a specific agent being assigned tickets?

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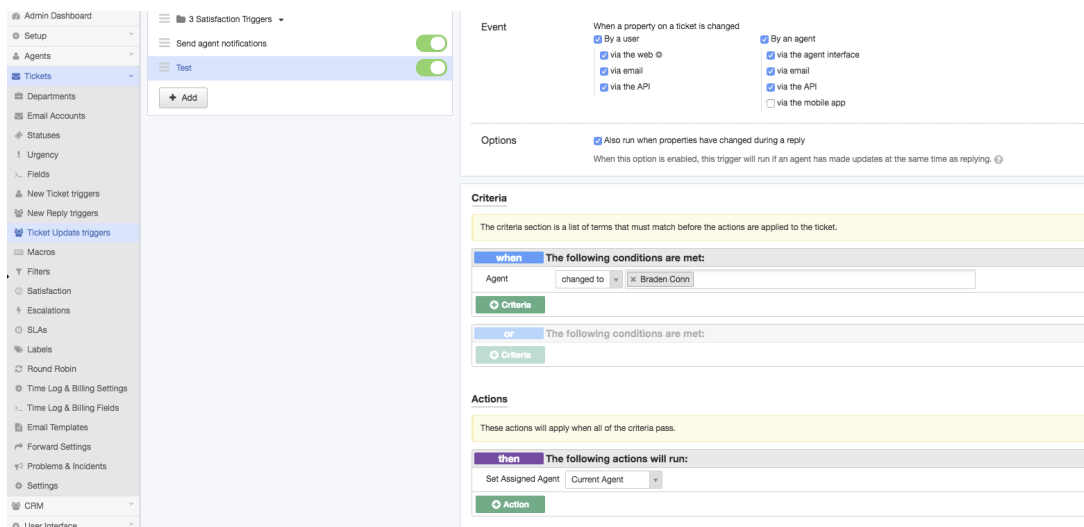
Question

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 for configuring a Ticket Update Trigger. The left sidebar contains a navigation menu with categories like Admin Dashboard, Setup, Agents, Tickets, Departments, Email Accounts, Statuses, Urgency, Fields, New Ticket triggers, New Reply triggers, Ticket Update triggers, 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 shows a list of triggers with a 'Test' button and an 'Add' button. The configuration for a trigger is shown on the right, with 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
 - When this option is enabled, this trigger will run if an agent has made updates at the same time as replying.
- 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 Corn
 - 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