How can I make a department visible to agents only?

Simon Paulger - 2023-09-07 - Yorumlar (0) - Ticket Structure

Creating a Department that is only visible to Agents, that Users never see, can be done with the use of Usergroups. To make a Department visible to agents only, go to **Admin > Ticket Structure > Departments**.
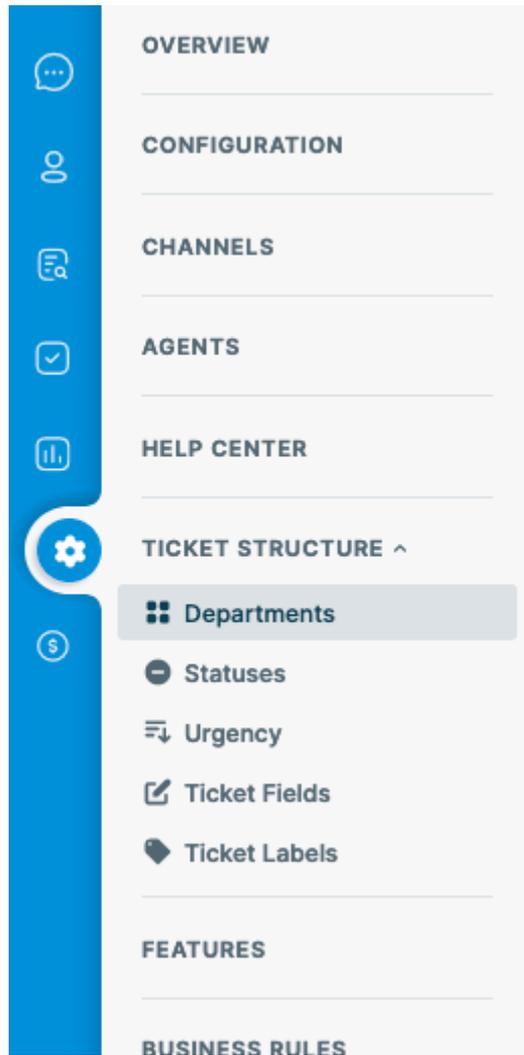
Either create a new Department with the **+ New** button, or select the Department you want to make Agent Only, and under the **Permissions** tab remove all usergroup permissions. Below is an example of an Agent Only Department called "HR Investigations".

Edit: HR Investigations

Information **Permissions** Form Website Embed

User Agent

Usergroup permissions control which of your users can select a department when submit

Note that it is still possible for agents to change the department to one that a user would department regardless of user permissions. Usergroup permissions are therefore very m

Usergroup Permissions	Full access
221B Solar Trial	⬜
Contractors	⬜
Everyone	⬜
Internal Users	⬜
Registered	⬜
Support	⬜

This will stop users from seeing this Department when they create or edit a ticket on the Help Center.

However, if an Agent assigned a User's ticket to a hidden Department, the user could still see it from the Help Center.

✉️ Resolve ticket

Ticket Status

🕐 **Awaiting User**

Created

Thu, 7th Sep 2023 2:48pm

Reference

OKXJ-0786-NAZA

Assigned agent

Lara Proud

CCs 0   CC+

No participants

Click here to scroll down to the form.

Ticket Properties   Edit ✏️

Department

HR Investigations

However, you can give the Department an Alias to stop the name from being seen by your end users. To do this, go to **Admin > Ticket Structure > Departments** and enable **Display an alias to end-users**, then enter an alternative name to be displayed to users.

Edit: HR Investigations

Information Permissions Form Website Embed

Title*

HR Investigations

☑ Display an alias to end-users

Alias

Human Resources

So then the end-user will see whatever name you want to display: