



[Bilgi tabam](#) > [Using Deskpro](#) > [Admin](#) > [How do I prevent a specific agent being assigned tickets?](#)

How do I prevent a specific agent being assigned tickets?

Matthew Watt - 2023-08-10 - [Yorumlar \(0\)](#) - [Admin](#)

Ticket Assignment overrides Department Permissions, which means even if you have an agent that doesn't need to be assigned tickets, they could still accidentally be assigned tickets by other agents.

If you have a specific agent that doesn't need to be assigned tickets, you can create a **Ticket Update Trigger** to unassign tickets from them automatically. This is useful in the event another agent accidentally assigns them a ticket.

Simply, go to **Admin > Business Rules > Triggers > Ticket Update Triggers**, and click the **New** button at the top right.

The screenshot shows the 'Ticket Triggers' management interface. On the left, a sidebar lists various system settings, with 'Triggers' highlighted in red. The main content area is titled 'Ticket Triggers' and includes a search bar, filter, sort, group, and view options. A '+ New' button is highlighted in red. Below these options, there are tabs for 'New Ticket Triggers', 'New Reply Triggers', and 'Ticket Update Triggers', with the latter being selected. A table lists existing triggers, with 'Apply: Per Department (11)' highlighted in red. The table has columns for 'Title' and 'ID'. Two triggers are listed: 'Customer Support' with ID 34 and 'Customer Support - EU' with ID 23.

Title	ID
Apply: Per Department (11)	
Customer Support	34
Customer Support - EU	23

Depending on how you want the action to run, you can either: **1) Create a Trigger that automatically assigns the ticket back to the agent who made the change**, or **2) Create a Trigger that automatically moves the ticket back into unassigned**.

Option 1:

To automatically assign the ticket back to the agent who made the change, create a trigger with the following settings:

3 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 was changed to Lara Proud

Or when the following conditions are met:

Select... Select...

4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run:

Set assigned agent Current agent

Create Cancel

Option 2:

To automatically move the ticket to unassigned, create a Trigger with the following settings:



- Etiketler
- [Ticket Assignment](#)