



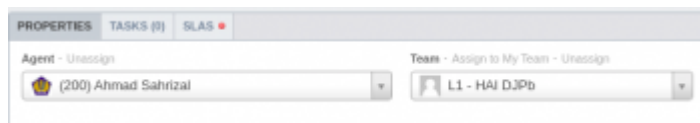
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Restrict the Agent and Agent Teams that can be selected in the ticket assignment drop-down menus
Collecting Feedback

- Ahmad Sahrizal
- **Forum name:** #Feature Request

Dear Deskpro,

We'd like to be able to restrict what agents can select in these drop-downs:



For example:

Agent A is included in Team 1 (consist of A and B) and Team 2 (A and C), so A have ability to assign ticket only to his team (Team 1 and Team 2) and to Agent Member in his team (A, B, C).

In additions, I think it will be nice if Deskpro can separate Agent based on brand. so if Agent Layer 1/First Line Agent that receives ticket first from user, they can escalate ticket only to Agent that belong to his/her brand.