

How can I make a department visible to agents only?

Ben Henley - 2023-09-07 - Comments (0) - Deskpro Legacy

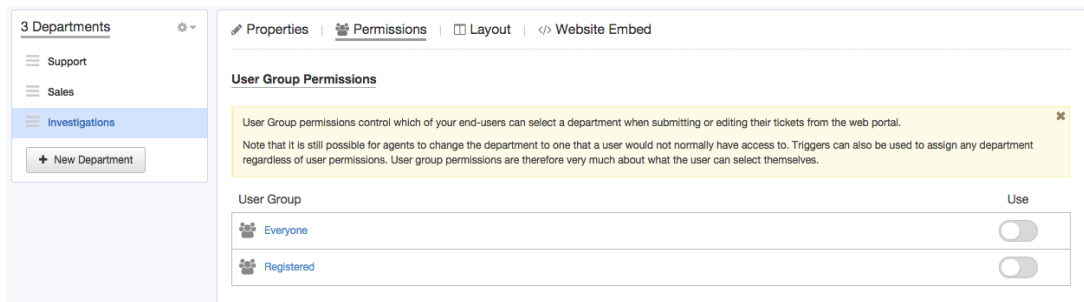
Question:

I want to make a department that is only visible to agents and that users never see. Does Deskpro support this?

Answer:

This can be done with the use of [User Groups](#). To make a department visible to agents only, go to **Admin > Tickets > Departments**, select the department, and on its **Permissions** tab remove all user group permissions.

For example, here's an agents-only department called "Investigations".



This will stop users seeing this department when they create or edit a ticket on the portal.


However, if an agent assigned a user's ticket to a hidden department, the user could still see it from the portal.

Home → Your Tickets → Important issue

Important issue

Ticket Ref: 7 Mon, 10th Nov 2014 3:18pm

Assigned Agent	Adele Min
Department	Investigations
Custom date	Wed, 29th Oct 2014

 Adele Min

To prevent this happening, go to **Tickets > Departments** and enable **Show a different title to end-users**, then enter an alternative name to be displayed to users.

Properties | Permissions | Layout | Website Embed

Title *

Investigations

This is the title as it will appear throughout the agent and user interfaces.

Show a different title to end-users

Support