

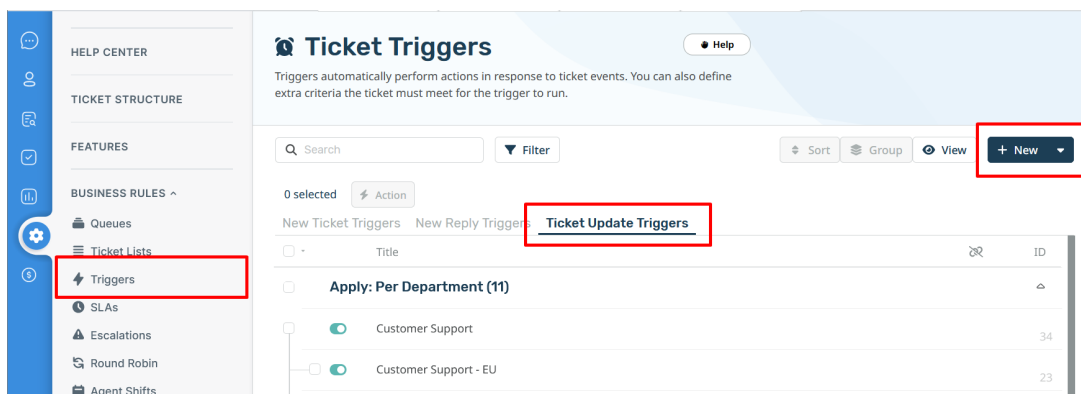
## How do I prevent a specific agent being assigned tickets?

Matthew Watt - 2023-08-10 - Comments (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 Deskpro Admin interface for 'Ticket Triggers'. The left sidebar has a 'Triggers' menu item highlighted with a red box. The main content area has a 'Ticket Update Triggers' tab highlighted with a red box. At the top right, there is a '+ New' button highlighted with a red box. Below the tab, there is a table with columns for 'Title', 'ID', and a checkbox. The table contains one row with the title 'Apply: Per Department (11)' and an ID of 11. Below this, there are two rows for 'Customer Support' with IDs 34 and 'Customer Support - EU' with ID 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:



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Ticket Assignment