

How do I prevent a specific agent being assigned tickets?

Lauren Cumming - 2023-08-31 - Comments (0) - Deskpro Legacy

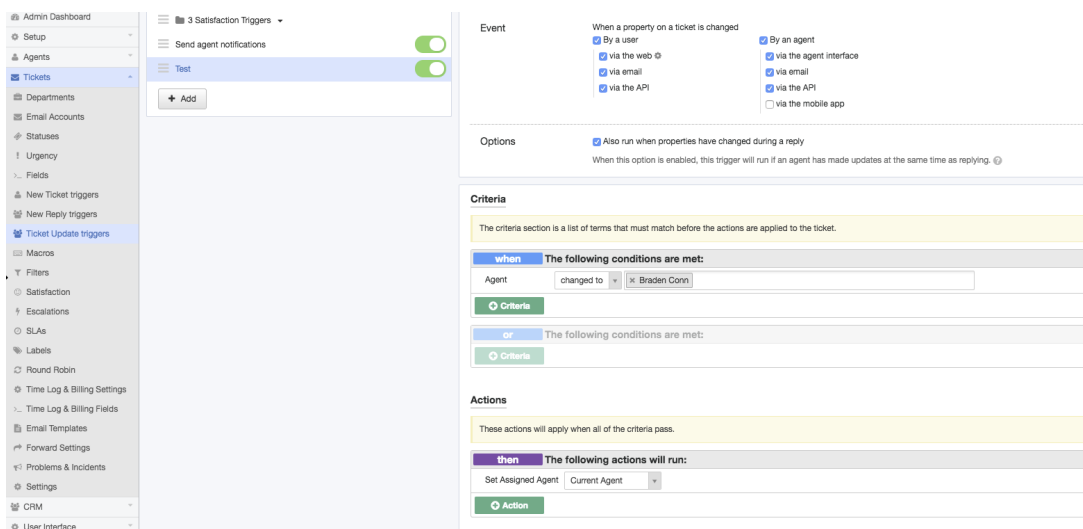
Question

I'm an agent on the helpdesk but I don't need to be assigned any tickets. Sometimes agents accidentally assign me tickets though - is there a way to prevent this from happening?

Answer

Assignment overrides department permissions but what you can do is setup a Ticket Update Trigger so that anytime an agent assigns a ticket to you, it gets assigned back to the agent who did this change.

Simply go to **Admin > Tickets > Ticket Update Trigger** and create one like the example below:



The screenshot displays the Deskpro Admin interface for configuring a Ticket Update Trigger. The left sidebar shows the navigation menu with 'Ticket Update triggers' selected. The main content area is divided into several sections:

- Event:** 'When a property on a ticket is changed'. It includes checkboxes for 'By a user' (checked) and 'By an agent' (checked). Under 'By a user', 'Via the web' (checked), 'Via email' (checked), and 'Via the API' (checked) are selected. Under 'By an agent', 'Via the agent interface' (checked), 'Via email' (checked), 'Via the API' (checked), and 'Via the mobile app' (unchecked) are shown.
- Options:** 'Also run when properties have changed during a reply' (checked). A note below states: 'When this option is enabled, this trigger will run if an agent has made updates at the same time as replying.'
- Criteria:** A section titled 'The criteria section is a list of terms that must match before the actions are applied to the ticket.' It contains two criteria blocks:
 - when:** 'The following conditions are met:'. A dropdown menu is set to 'Agent', and the value is 'changed to' with a search box containing 'x Braden Corn'.
 - or:** 'The following conditions are met:'. A 'Criteria' button is visible.
- Actions:** A section titled 'These actions will apply when all of the criteria pass.' It contains one action block:
 - then:** 'The following actions will run:'. The action is 'Set Assigned Agent' with a dropdown menu set to 'Current Agent'.