



# Delete condition

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❗ General Info: Only the Standard plan allows you to assign apps to specific members of a group.

## Prerequisites

Permissions required to perform this action :

- Edit app settings

## Delete condition:

When a condition is deleted, the priorities of the remaining conditions will be reordered, and future users will be assigned accordingly. The existing users (assigned through conditional assignment) will have their roles reassigned based on the updated priority, or will be disabled if no other conditions apply to them.

Consider the following example: Amelia is a part of two groups (Managers and Employees) and gains access to Zoho Desk through the following conditions:

1. All members of Managers get Admin access to the Finance Department.

**Assign Desk to Group**

Individual **Group** Everyone

Chosen Group

FI **Managers**  
Change

☐ Also apply condition to existing users  
☐ Overwrite the roles assigned manually to Users.

CONFIGURE THE CONDITION

**1**  
RULE

This rule is applicable to "All Users"  
Edit

Application setting

**Admin**  
Finance Department  
Edit

2. All members of Employees get Agent access to the Sales Department.

**Assign Desk to Group**

Individual **Group** Everyone

Chosen Group

FI **Employees**  
Change

☐ Also apply condition to existing users  
☐ Overwrite the roles assigned manually to Users.

CONFIGURE THE CONDITION

**1**  
RULE

This rule is applicable to "All Users"  
Edit

Application setting


**Agent**  
Sales Department  
Edit

Based on [condition priority](#), Amelia is made an Admin in both the Finance and Sales departments.

If the first condition is deleted, Amelia's role will be reassigned accordingly; she will be demoted from an Admin role to an Agent role. She'll also lose access to the Finance Department, as it was given through the first condition. She'll then only have Agent access to the Sales Department.

If the second (and only) condition is also deleted, she will lose access to Desk completely, and the app will be disabled for her.

To delete a condition:

1. Sign in to [Zoho Directory](#), then click **Admin Panel** in the left menu.
2. Go to **Applications**, then choose an app.
3. Go to the **Conditional Assignment**, and click the  icon next to the condition you need to delete.
4. Click **Delete**, then click **Yes, Delete**.

