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Add ability to create internal/hidden departments Collecting Feedback

K Koen •
اسم المنتدى: # Feature Request

We would like to allow our users to be able to select only specific departments (Support and Complaints), but (also have other internal departments that only our agents can see/assign to (e.g. Legal

The difference (so far) between internal and regular departments, is that internal departments wouldn't show up in the ticket form.

تعليق (1)

JG Jeroen Geilman

منذ 7 سنوات

Add a new Brand to the helpdesk (say, Internal) and assign the hidden departments only to that Brand, removing them from the public helpdesk Brand. Then disable the Portal on the Internal Brand. This prevents the departments from showing up in the User Portal.