



<u>Feature Request</u> > <u>Add an 'unspecified' option for Department, and</u> < <u>مركز المساعدة</u> > <u>اقتراحات</u> > <u>.make Department required for closure</u>

Add an 'unspecified' option for Department, and make Department required for closure. Collecting Feedback

lames •

• اسم المنتدى: #Feature Request

It would be nice to have the option to have the Department field in a ticket default to being either blank or unspecified, and require a field to be chosen before the ticket is able to be .closed by an agent