Deskpro

Feature Request > populate organisation field when an agent > اقتراحات > مركز المساعدة
creates a ticket

populate organisation field when an agent creates a ticket Report

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- اسم المنتدى: #Feature Request

When we manually add a ticket and select a user, the organisation is not automatically entered in the ticket (the user is linked to an organisation). So the agent has to do it manually as an extra step. The organisation field is not yet automatically populated when an agent creates a ticket.

It would be handy if the organisation is entered automatically into the ticket. After all it is a really excellent attitude from the agents that they manually create a ticket: they do an effort to formalise a job into a team effort and a team communication.
I have to say that this kinda dumb. I don't understand how it's not available yet while the system can already automatically set the organization when a ticket enters by email.