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## Ticket Templates Finished

- JM John Monkhouse
- اسم المنتدى: # Feature Request

Is it possible to have in the ticket template that the current user that is creating the ticket is automatically the .user, We would use this for ticket creation between departments

### تعليق (1)

**Lara Proud**

منذ سنتين

Yes, it's possible to have the default behavior of a Ticket Template be that the Agent who creates it is the .Assigned Agent

To set this up, you want to go to **Admin > Ticket Structure > Ticket Templates**. Then select the Template you want this to apply to, or create a new one. Where you set this is under **Assignment**, you will need the toggle :next to **Agent** enabled, and then have the option set to **Current**, like this

Field	<input type="checkbox"/> Show in form	Value
Agent	<input checked="" type="checkbox"/>	Current

Once you've done this and made the Ticket Template available for your team, whichever Agent creates the .Ticket will automatically be the Assigned Agent