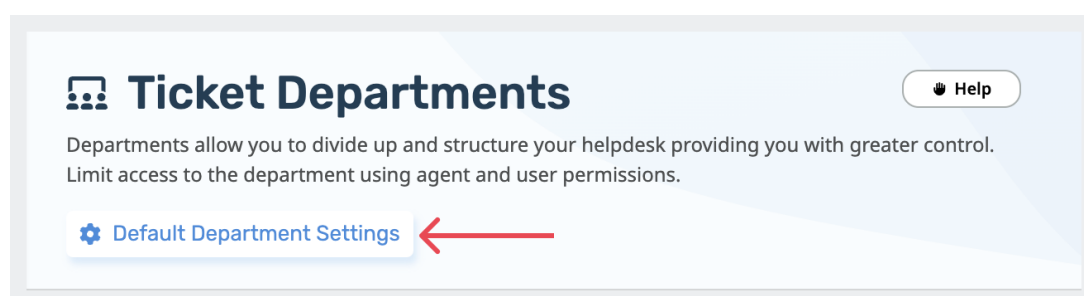


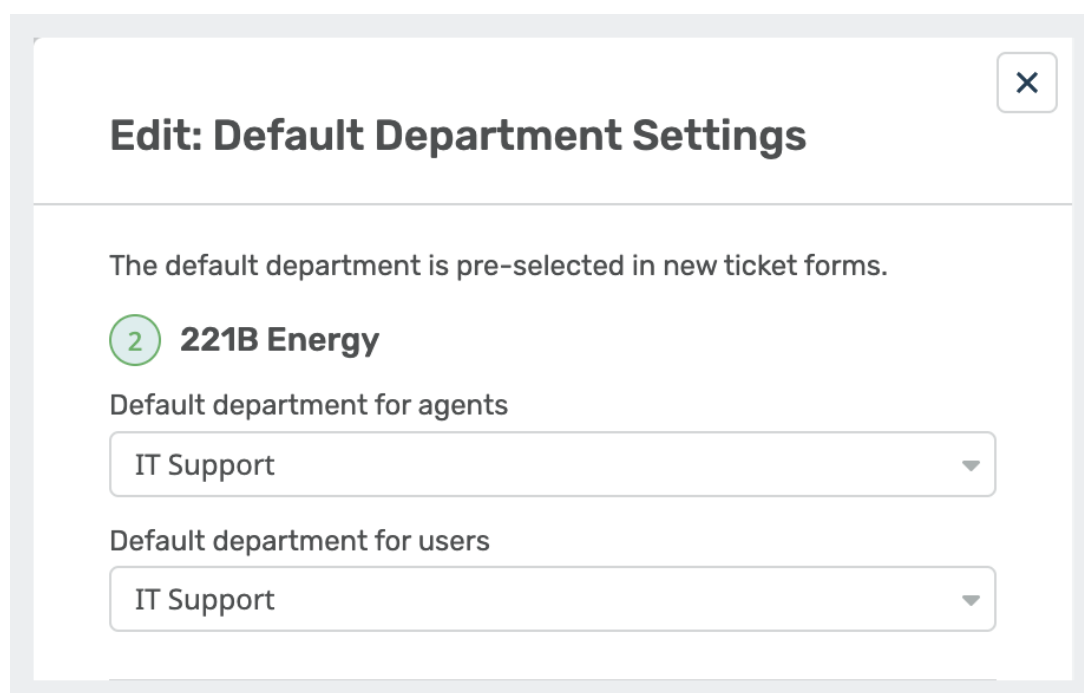
## How do I set a default department for tickets submitted via the Help Center?

Ticket Structure - تعليقات (0) - Cecilia Sam - 2023-08-17

To set a default department for the ticket form on your Help Center, you can go to **Admin > Ticket Structure > Departments > Default Department Settings**.



Here, you can select the default department for users so that when they access the contact form via the Help Center, this department will be pre-selected. For example, you could set the default department to "IT Support" so that users who submit tickets through the portal will automatically be assigned to the IT Support department.





## Contact Us

Please complete this form and one of our agents will reply to you by email as soon as possible.

Name \*

Email \*

Department \*

Internal IT Support 