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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**.

Ticket Departments Help

Departments allow you to divide up and structure your helpdesk providing you with greater control. Limit access to the department using agent and user permissions.

[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.

Edit: Default Department Settings X

The default department is pre-selected in new ticket forms.

221B Energy

Default department for agents

IT Support

Default department for users

IT Support



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 