

Setting up Departments

Deskpro Legacy - تعليقات (0) - Lauren Cumming - 2023-08-16

?What are Departments

[Departments](#) are the main organizational structure of your Deskpro Helpdesk and allow you to control access to Tickets as well as define unique Ticket properties for your Agents and .Contact Form properties for your Users

:Common Departments include

Support/Sales/Marketing: internal divisions within your company -

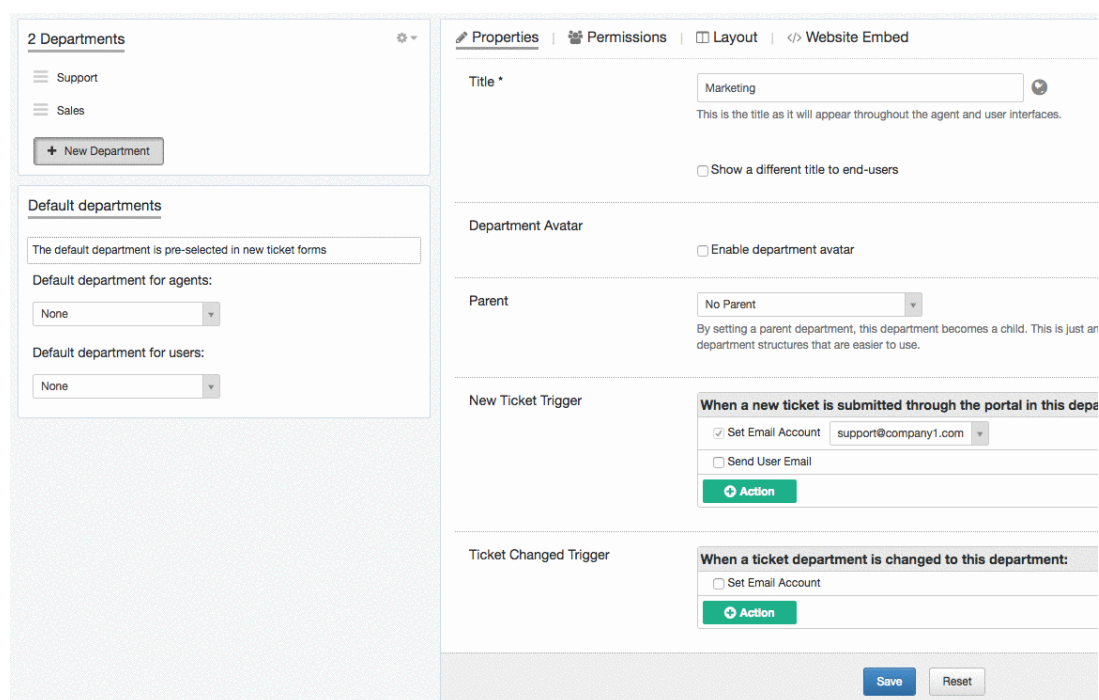
UK/Europe/Australasia: internal divisions with your company -

Support > Technical Support > Software Support and **Sales > Enterprise > Small - Business:** divisions that have Sub-Departments

Support: a single Department to manage all of your Tickets -

?How do I add Departments

To add your Departments go to **Admin > Tickets > Departments** and create the structure you want to use to manage your Deskpro Helpdesk. You can add a different name '.for your end-users by ticking '**Show a different title to end-users**



The screenshot shows the '2 Departments' management interface. On the left, a sidebar lists 'Support' and 'Sales' with a '+ New Department' button. Below this, 'Default departments' settings are shown, including dropdowns for 'Default department for agents' and 'Default department for users', both currently set to 'None'. The main area has tabs for 'Properties', 'Permissions', 'Layout', and 'Website Embed'. The 'Properties' tab is active, showing fields for 'Title *' (set to 'Marketing'), 'Department Avatar' (with an 'Enable department avatar' checkbox), 'Parent' (set to 'No Parent'), and two triggers: 'New Ticket Trigger' and 'Ticket Changed Trigger'. Each trigger has a dropdown for 'When a new ticket is submitted through the portal in this depe' and 'When a ticket department is changed to this department:' respectively, with checkboxes for 'Set Email Account' and 'Send User Email'. At the bottom right are 'Save' and 'Reset' buttons.

?How do I control access to my Departments

After creating your Department(s) you can customize which Agents and which Users have access to which Departments

There is a '[Permissions](#)' tab which shows you an overview of who has access. This allows you to manage your Deskpro Helpdesk so Agents only see the most relevant tickets to their workflow and your Users can only create Tickets for the Departments they are need to contact

Every Ticket in your Deskpro Helpdesk will be associated with one Department which will allow you to create Custom Forms for your Agents so that Tickets can be directed to the right areas of your business

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