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Add Organization to User when Created from Ticket Collecting Feedback

- CC Claire Collier
- Navn på forum: #Feature Request

When creating a new ticket, if you choose to create a new user, then it is only after the ticket and user have been created, can an Organization be added. Is there any way to add an Organization (as an optional field) when creating a new ticket with the new user option. Image attached below of our current New Ticket screen to show the area being described.

The screenshot shows the 'New Ticket' form in Deskpro. The 'USER' tab is selected, displaying 'Email Address' and 'Name' input fields. A red handwritten note 'add organisation' with an arrow points to the 'Name' field. Below this, the 'PROPERTIES' tab shows 'Brand' set to 'SysGroup' and an empty 'Department' field. The 'BILLING' section includes 'Charge' options for 'Amount' (0.00 GBP) and 'Time' (3:06), along with 'Pause' and 'Reset' buttons. A 'Comment' field is also present. The 'MESSAGE' tab at the bottom shows 'Agent' as 'Claire Collier' and an empty 'Subject' field. The form concludes with a rich text editor toolbar containing icons for attachments, snippets, bold, italic, underline, list creation, link, unlink, table, image, and other editing functions.