How do I set a default department for tickets submitted via the Help Center?
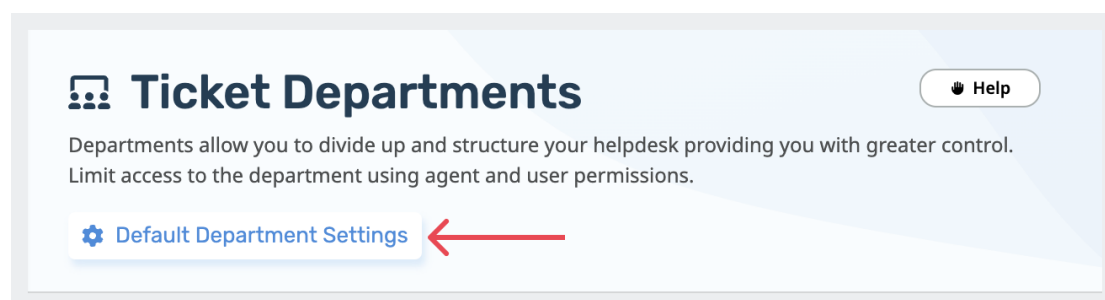
Cecilia Sam - 2023-08-17 - Σχόλια (0) - Ticket Structure

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.
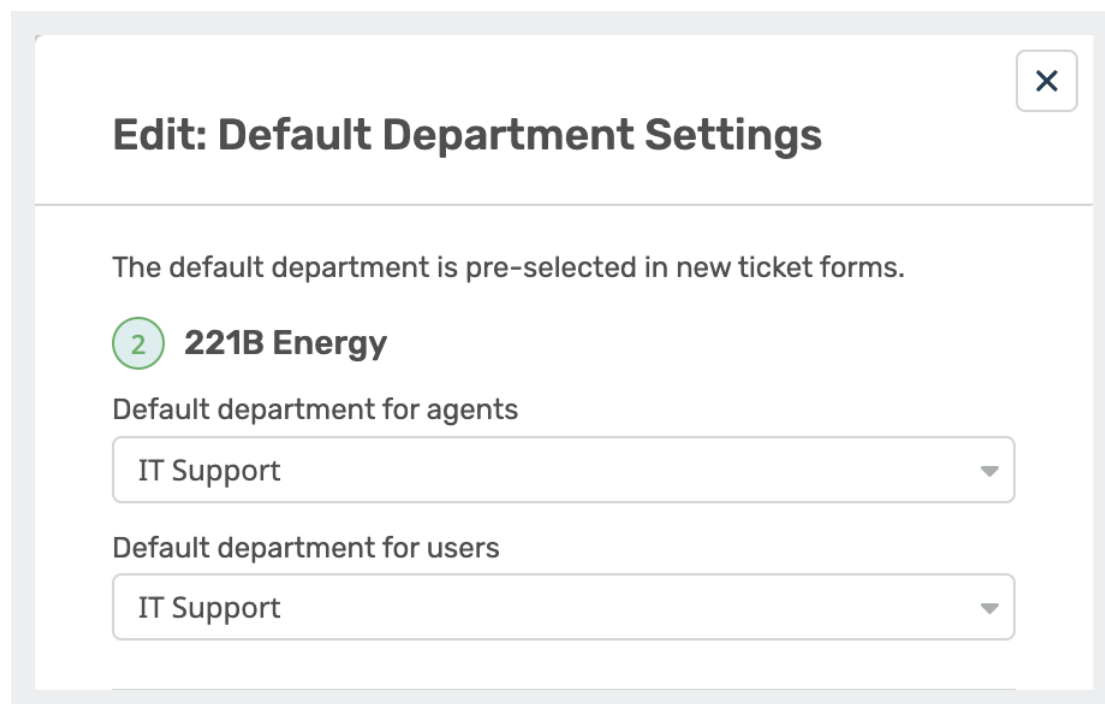
Contact Us

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 ∨