



<u>Help Centre</u> > <u>Community</u> > <u>Feature Request</u> > <u>Agent Unable to Set Language on New Ticket</u>

## **Agent Unable to Set Language on New Ticket Collecting Feedback**

• C Chris

 $\bullet~$  Forum name: #Feature Request

If an agent create a new ticket (to send an email to a user - the first email in the chain), when they create a new ticket, there is nowhere to select the language and the from email address. It would be great if the from email address was tied (optionally) to a department.