



 $\underline{\text{Help Centre}} > \underline{\text{Community}} > \underline{\text{Feature Request}} > \underline{\text{Agent Unable to Set Language on New Ticket}}$

Agent Unable to Set Language on New Ticket Collecting Feedback

• C Chris

• 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.