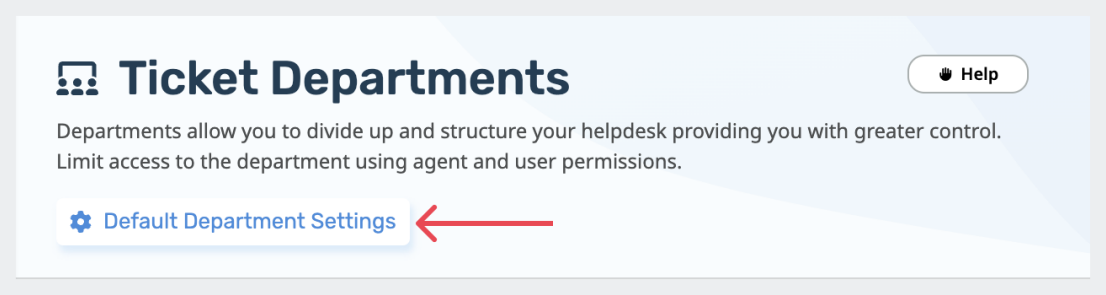
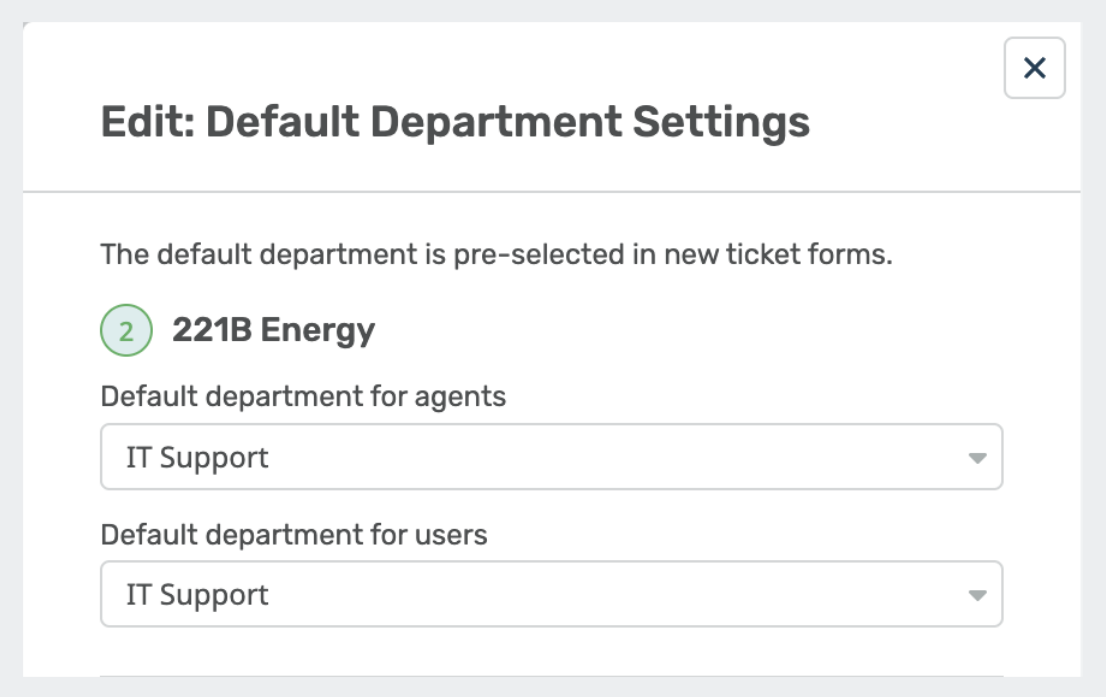
How do I set a default department for tickets submitted via the Help Center?

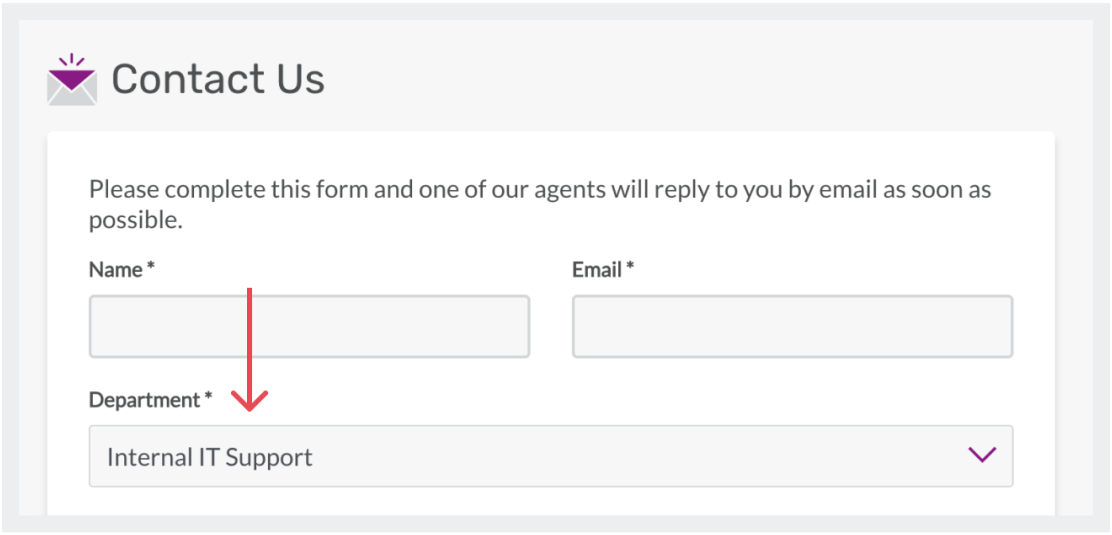
Cecilia Sam - 2023-08-17 - Comments (0) - Ticket Structure

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.

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