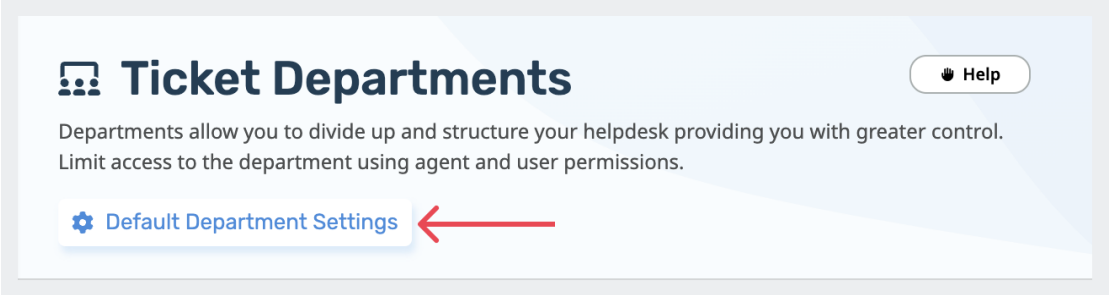
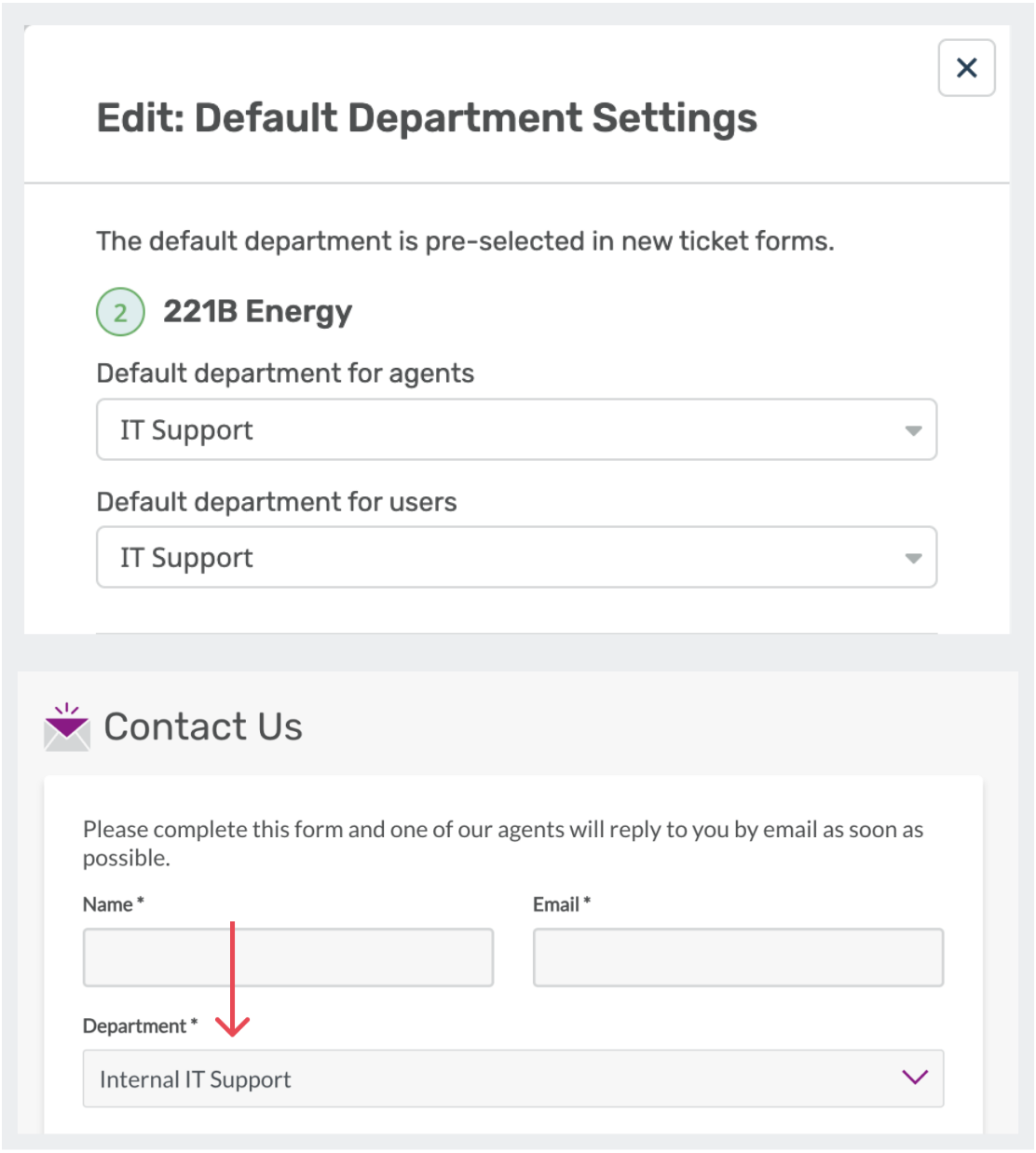
How do I set a default department for tickets submitted via the Help Center?

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.


Edit: Default Department Settings
The default department is pre-selected in new ticket forms.
2
221B Energy
Default department for agents
IT Support
Default department for users
IT Support
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