



Help Center > Community > Feature Request > Add an 'unspecified' option for Department, and make Department required for closure.

## Add an 'unspecified' option for Department, and make Department required for closure. Collecting Feedback

• J James

• Forum name: #Feature Request

It would be nice to have the option to have the Department field in a ticket default to being either blank or unspecified, and require a field to be chosen before the ticket is able to be closed by an agent.