



[Help Center](#) > [Community](#) > [Feature Request](#) > [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.