Add ability to create internal/hidden departments Collecting Feedback

- Koen Glotzbach
- **Forum name:** #Feature Request

We would like to allow our users to be able to select only specific departments (Support and Complaints), but also have other internal departments that only our agents can see/assign to (e.g. Legal).

The difference (so far) between internal and regular departments, is that internal departments wouldn't show up in the ticket form.

Comment (1)

Jeroen Geilman

5 years ago

Add a new Brand to the helpdesk (say, Internal) and assign the hidden departments only to that Brand, removing them from the public helpdesk Brand. Then disable the Portal on the Internal Brand. This prevents the departments from showing up in the User Portal.