# 2. Organize your departments

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Like many organizations, you might have separate sales and support teams that are staffed by different groups of agents. Or perhaps you have similar divisions based on other criteria - like client account or region.

Next, we want to set up your helpdesk so it reflects the nature of your organization.

This is achieved by using a feature in Deskpro called Departments. Each ticket that comes into your helpdesk will always have an associated Department.

Departments make it incredibly easy for you to group tickets in a way that makes sense to you and your team - allowing for more efficient support management.

You can tell Deskpro exactly which tickets you want to be assigned to each Department, but we'll get to that a bit later. First, let's get started by setting up some departments of your own.

To do so, go to **Admin > Tickets > Departments**. As you can see, there are already Sales and Support departments set up.

Click the **+ New Department** button, add a new department title, and click **Save**. Feel free to add as many different departments that reflect the structure of your organization.

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For more information on organizing your departments, refer to our guide.

Or read the next article in the 'Getting Started' series on adding agents to your helpdesk.