

Teadmusbaas > Using Deskpro > Admin > Ticket Structure > How do I set a default department for tickets submitted via the Help Center?

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.

🖬 Ticket Departments	Help
Departments allow you to divide up and structure your helpdesk prov Limit access to the department using agent and user permissions.	viding you with greater control.
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 preselected. 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 forn possible.	n and one of our agents will reply to you by email as soon a
Name *	Email *
Department *	