

Setting up Departments

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What are Departments?

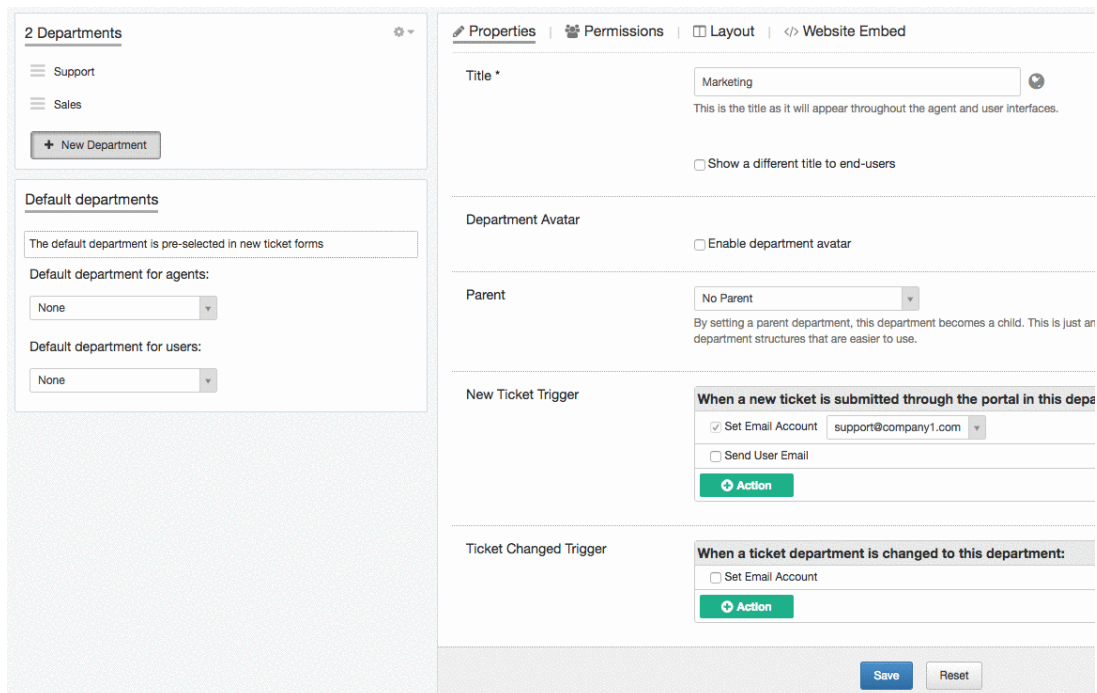
[Departments](#) are the main organizational structure of your Deskpro Helpdesk and allow you to control access to Tickets as well as define unique Ticket properties for your Agents and Contact Form properties for your Users.

Common Departments include:

- **Support/Sales/Marketing**: internal divisions within your company
- **UK/Europe/Australasia**: internal divisions with your company
- **Support > Technical Support > Software Support** and **Sales > Enterprise > Small Business**: divisions that have Sub-Departments
- **Support**: a single Department to manage all of your Tickets

How do I add Departments?

To add your Departments go to **Admin > Tickets > Departments** and create the structure you want to use to manage your Deskpro Helpdesk. You can add a different name for your end-users by ticking '**Show a different title to end-users.**'



The screenshot shows the 'Setting up Departments' configuration page in Deskpro Legacy. The page is divided into two main sections: a left sidebar and a main content area.

Left Sidebar:

- 2 Departments:** A list showing 'Support' and 'Sales' with a '+ New Department' button.
- Default departments:** A section for setting default departments for agents and users. Both are currently set to 'None'.

Main Content Area:

- Properties:** A section for configuring the department's title. The title is 'Marketing'. There is a checkbox for 'Show a different title to end-users' which is currently unchecked.
- Department Avatar:** A section with a checkbox for 'Enable department avatar' which is currently unchecked.
- Parent:** A section for setting a parent department. The parent is 'No Parent'. A note explains that setting a parent makes the department a child.
- New Ticket Trigger:** A section for configuring actions when a new ticket is submitted. The trigger is 'When a new ticket is submitted through the portal in this department'. The 'Set Email Account' checkbox is checked, and the email account is 'support@company1.com'. There is also an unchecked 'Send User Email' checkbox and an 'Action' button.
- Ticket Changed Trigger:** A section for configuring actions when a ticket department is changed. The trigger is 'When a ticket department is changed to this department:'. There is an unchecked 'Set Email Account' checkbox and an 'Action' button.

At the bottom right of the main content area, there are 'Save' and 'Reset' buttons.

How do I control access to my Departments?

After creating your Department(s) you can customize which Agents and which Users have access to which Departments.

There is a ['Permissions'](#) tab which shows you an overview of who has access. This allows you to manage your Deskpro Helpdesk so Agents only see the most relevant tickets to their workflow and your Users can only create Tickets for the Departments they are need to contact.

Every Ticket in your Deskpro Helpdesk will be associated with one Department which will allow you to create Custom Forms for your Agents so that Tickets can be directed to the right areas of your business.

Tags

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