



[Feature Request](#) > [Add an 'unspecified' option for](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)  
[.Department, and make Department required for closure](#)

Add an 'unspecified' option for Department, and make Department required for closure.  
Collecting Feedback

James •

**Forum name:** #Feature Request •

It would be nice to have the option to have the Department field in a ticket default to being either blank or unspecified, and require a field to be chosen before the ticket is able to be .closed by an agent