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default brand selection Collecting Feedback

Errol •

Forum name: #Feature Request •

Currently when an Agent creates a ticket, the default brand is automatically set as the brand in the new ticket form.

It would be helpful if this could be left blank but then defined as a required field (in the same way the Department select works by default).

With this workflow an Agent is required to proactively fill out the field and thus is less likely to leave it on the default brand incorrectly when another brand is required.