

Organize your departments .2

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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

.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](#)