

Setting up Departments

Lauren Cumming - 2023-08-16 - Comment (1) - Deskpro Legacy

?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 -

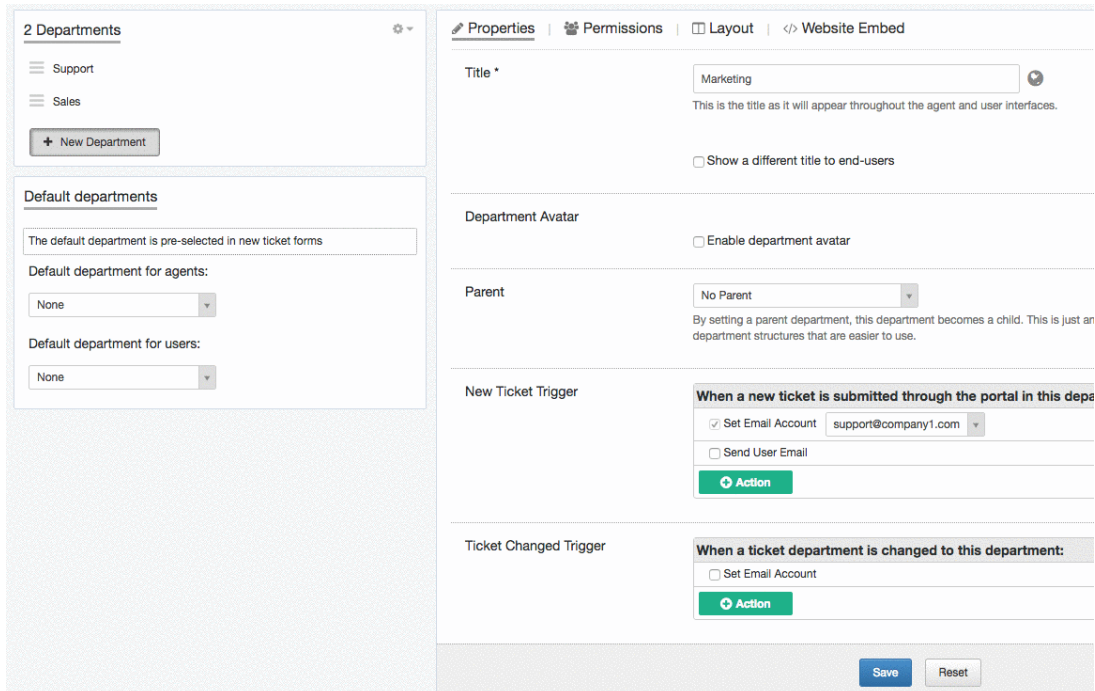
UK/Europe/Australasia: internal divisions with your company -

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 displays the 'Properties' configuration page for a department named 'Marketing'. The interface 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 currently set to 'None'.

Main Content Area (Properties tab):

- Title *:** A text input field containing 'Marketing'. Below it, a checkbox labeled 'Show a different title to end-users' is unchecked.
- Department Avatar:** A section with an unchecked checkbox 'Enable department avatar'.
- Parent:** A dropdown menu set to 'No Parent'. A note below states: 'By setting a parent department, this department becomes a child. This is just an department structures that are easier to use.'
- New Ticket Trigger:** A section titled 'When a new ticket is submitted through the portal in this depe'. It includes a checked checkbox 'Set Email Account' with a dropdown menu showing 'support@company1.com', and an unchecked checkbox 'Send User Email'. A green 'Action' button is present.
- Ticket Changed Trigger:** A section titled 'When a ticket department is changed to this department:'. It includes an unchecked checkbox 'Set Email Account' and a green 'Action' button.

At the bottom right, 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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