



<u>Centre d'aide</u> > <u>Communauté</u> > <u>Feature Request</u> > <u>Add an 'unspecified' option for Department, and make Department required for closure.</u>

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

James

• Nom du forum: #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.