



[Help Center](#) > [Community](#) > [Feature Request](#) > [Add Organization to User when Created from Ticket](#)

Add Organization to User when Created from Ticket Collecting Feedback

- CC Claire Collier
- **Forum name:** #Feature Request

When creating a new ticket, if you choose to create a new user, then it is only after the ticket and user have been created, can an Organization be added. Is there any way to add an Organization (as an optional field) when creating a new ticket with the new user option. Image attached below of our current New Ticket screen to show the area being described.

The screenshot shows the 'New Ticket' form in Deskpro. The form is divided into several sections: USER, PROPERTIES, BILLING, and MESSAGE. The USER section has fields for Email Address and Name. The PROPERTIES section has dropdowns for Brand (SysGroup) and Department. The BILLING section has radio buttons for Amount (0.00 GBP) and Time (3:06), with Pause and Reset buttons. The MESSAGE section has dropdowns for Agent (Claire Collier) and None, and a Subject field. A red arrow points to the Name field, and the text 'add organisation' is written in red above it.

