Deskpro

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Simplify task of creating a ticket from agent interface Collecting Feedback

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- **Nome del forum:** #Feature Request

When creating a ticket from the agent interface, there are 2 fields that are a pain to fill in: department and assigned agent. Department list should be ordered with those of the agent first and then alphabetically. Agent list should first show the colleagues of the agent (those belonging to the same departments as the agent).Thanks for your help!