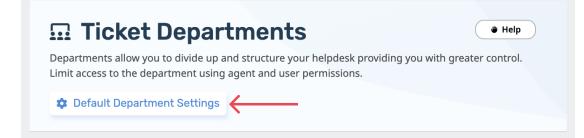


t > y > d = x > Using Deskpro > Admin > Ticket Structure > How do I set a default department for tickets submitted via the Help Center?

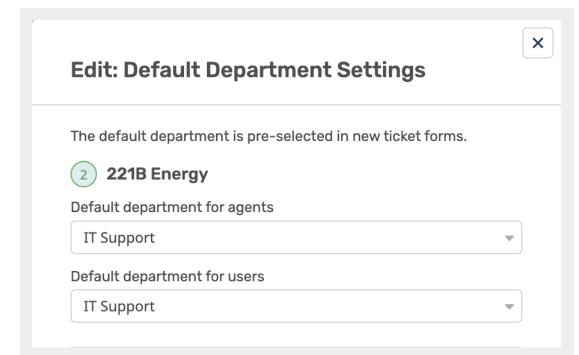
How do I set a default department for tickets submitted via the Help Center?

Cecilia Sam - 2023-08-17 - Comments (0) - Ticket Structure

To set a default department for the ticket form on your Help Center, you can go to Admin > Ticket Structure > Departments > Default Department Settings.



Here, you can select the default department for users so that when they access the contact form via the Help Center, this department will be preselected. For example, you could set the default department to "IT Support" so that users who submit tickets through the portal will automatically be assigned to the IT Support department.



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