

Setting up Departments

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What are Departments?

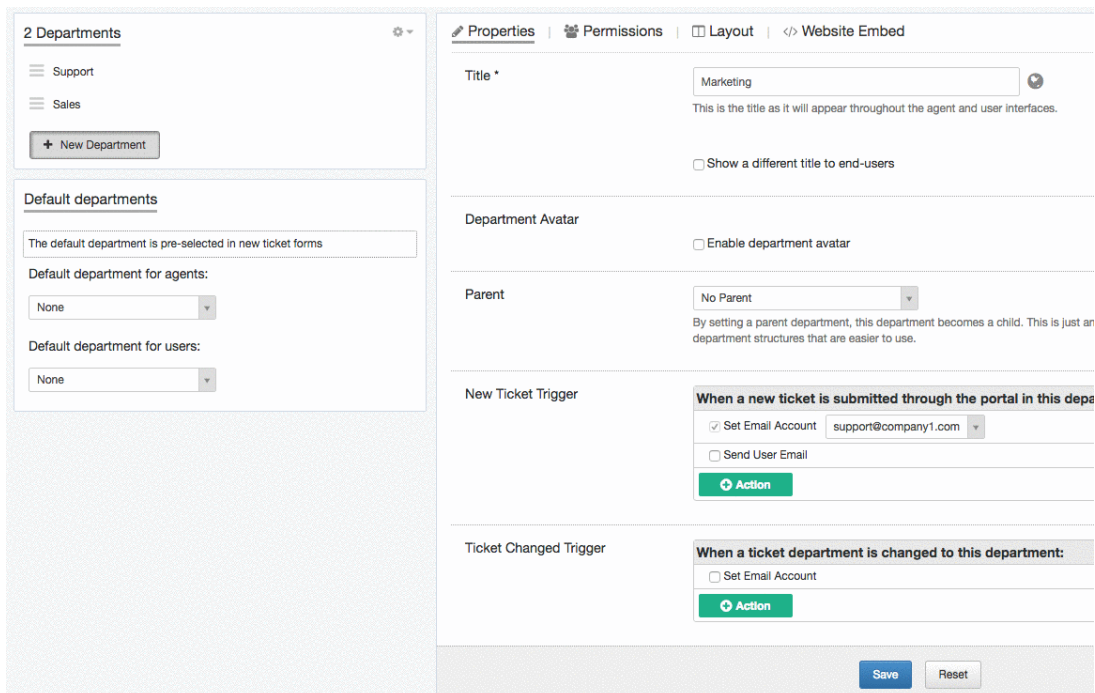
[Departments](#) are the main organizational structure of your Deskpro Helpdesk and allow you to control access to Tickets as well as define unique Ticket properties for your Agents and Contact Form properties for your Users.

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 shows the 'Setting up Departments' configuration page in Deskpro Legacy. The page is divided into two main sections: a left sidebar and a main configuration area.

Left Sidebar:

- 2 Departments:** Shows a list of departments: Support and Sales. A '+ New Department' button is visible.
- Default departments:** A section for setting default departments for agents and users. Both are currently set to 'None'.

Main Configuration Area (Properties tab):

- Title *:** A text input field containing 'Marketing'. Below it, a note states: 'This is the title as it will appear throughout the agent and user interfaces.' There is a checkbox for 'Show a different title to end-users' which is currently unchecked.
- Department Avatar:** A checkbox for 'Enable department avatar' which is currently unchecked.
- Parent:** A dropdown menu set to 'No Parent'. Below it, a note 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 for 'Set Email Account' with a dropdown menu showing 'support@company1.com', and an unchecked checkbox for '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 for 'Set Email Account' and a green 'Action' button.

At the bottom right of the main configuration area, 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.

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