



[Help Center](#) > [피드백](#) > [Feature Request](#) > [Add an 'unspecified' option for Department, and make Department required for closure.](#)

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

Collecting Feedback

- James
- **Forum name:** #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.