Ticket Templates Finished

- John Monkhouse
- **Foruma nosaukums:** #Feature Request

Is it possible to have in the ticket template that the current user that is creating the ticket is automatically the user, We would use this for ticket creation between departments.

Comment (1)

Lara Proud

3 months ago

Yes, it’s possible to have the default behavior of a Ticket Template be that the Agent who creates it is the Assigned Agent.

To set this up, you want to go to **Admin > Ticket Structure > Ticket Templates**. Then select the Template you want this to apply to, or create a new one. Where you set this is under **Assignment**, you will need the toggle next to **Agent** enabled, and then have the option set to **Current**, like this:

Once you’ve done this and made the Ticket Template available for your team, whichever Agent creates the Ticket will automatically be the Assigned Agent.