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Add Organization to User when Created from Ticket Collecting Feedback

- Claire Collier
- **Forum name:** #Feature Request

When creating a new ticket, if you choose to create a new user, then it is only after the ticket and user have been created, can an Organization be added. Is there any way to add an Organization (as an optional field) when creating a new ticket with the new user option. Image attached below of our current New Ticket screen to show the area being described.

The screenshot shows the 'New Ticket' form in Deskpro. The form is divided into several sections: USER, PROPERTIES, BILLING, and MESSAGE. The USER section has fields for Email Address and Name. The PROPERTIES section has dropdown menus for Brand (set to SysGroup) and Department. The BILLING section has fields for Charge, Amount (set to GBP), and Rate, along with a Comment field. The MESSAGE section has a dropdown for Agent (set to Claire Collier) and a Subject field. A red arrow points from the handwritten text 'add organisation' to the PROPERTIES section.