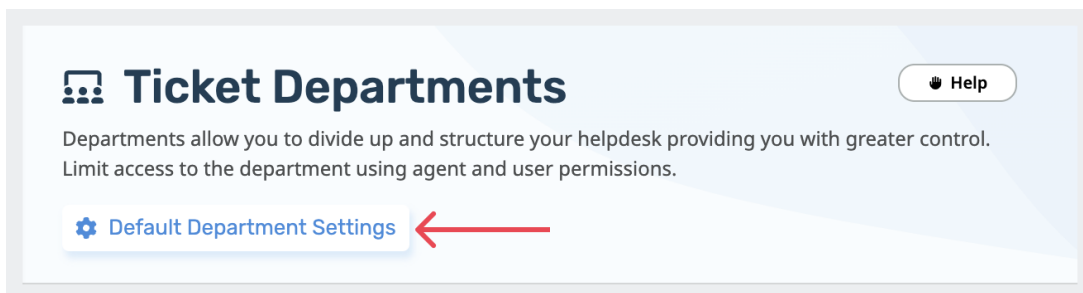


## How do I set a default department for tickets submitted via the Help Center?

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**.

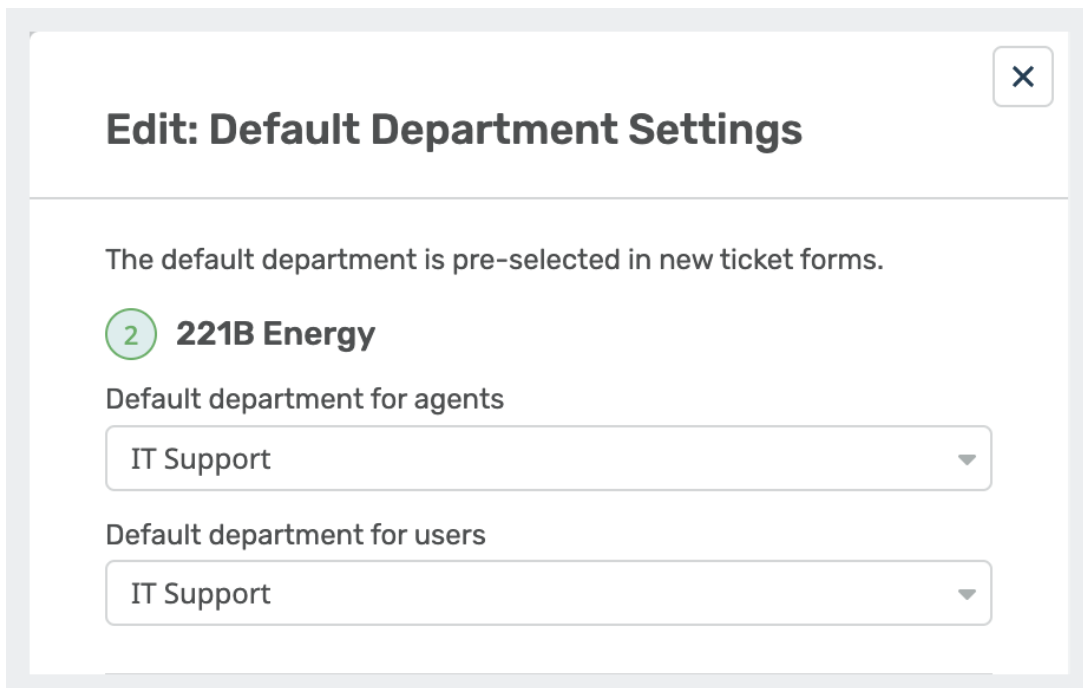


**Ticket Departments** Help

Departments allow you to divide up and structure your helpdesk providing you with greater control. Limit access to the department using agent and user permissions.

[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 pre-selected. 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.



**Edit: Default Department Settings** ×

The default department is pre-selected in new ticket forms.

**2** 221B Energy

Default department for agents

IT Support ▼

Default department for users

IT Support ▼



## Contact Us

Please complete this form and one of our agents will reply to you by email as soon as possible.

Name \*

Email \*

Department \*

Internal IT Support 