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Add Organization to User when Created from Ticket Collecting Feedback

- CC Claire Collier
- **Naam forum:** #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 'USER' tab is selected, displaying fields for 'Email Address' and 'Name'. A red arrow points from the handwritten text 'add organisation' to the 'Name' field. Below the 'USER' tab are the 'PROPERTIES' and 'LABELS' tabs. The 'PROPERTIES' tab is active, showing 'Brand' (SysGroup) and 'Department'. The 'BILLING' tab shows 'Charge' (Amount: 0.00 GBP, Time: 3:06) and 'Comment'. The 'MESSAGE' tab shows 'Agent' (Claire Collier) and 'Subject'. The bottom of the form has a rich text editor with various formatting options.