



<u>Hjelpesenter</u> > <u>Samfunnet</u> > <u>Feature Request</u> > <u>Agent Unable to Set Language on New Ticket</u> Agent Unable to Set Language on New Ticket Collecting Feedback

- Chris
- Forum Navn': #Feature Request

If an agent create a new ticket (to send an email to a user - the first email in the chain), when they create a new ticket, there is nowhere to select the language and the from email address. It would be great if the from email address was tied (optionally) to a department.