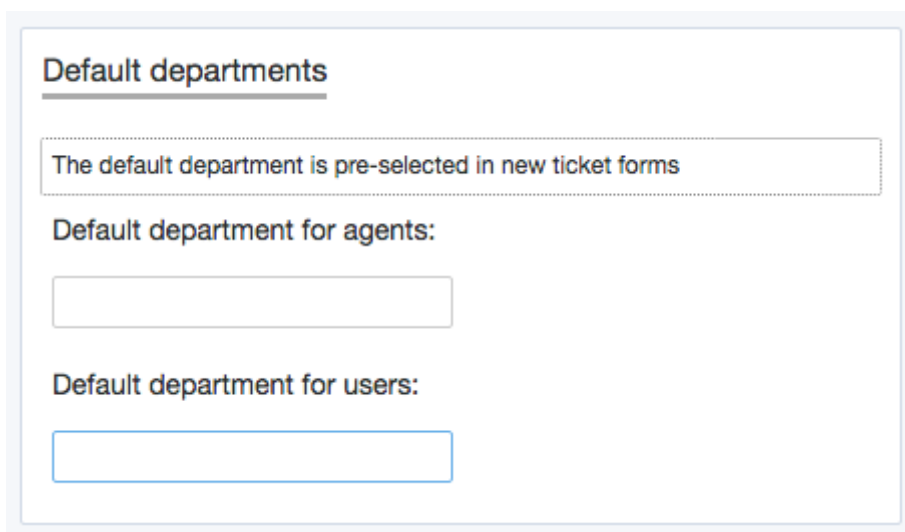


## How do I set a default department for tickets submitted via the user portal?

Lauren Cumming - 2023-08-31 - Kommentarer (0) - Deskpro Legacy

To set a default department for the ticket form in your user portal, go to **Admin > Tickets > Departments**.



**Default departments**

The default department is pre-selected in new ticket forms

**Default department for agents:**

**Default department for users:**

Here there is the option to select the default department for users so that when they access the contact form via the user portal, this department will be pre-selected e.g Support rather than Sales.

Department \*

Subject \*

Message \*