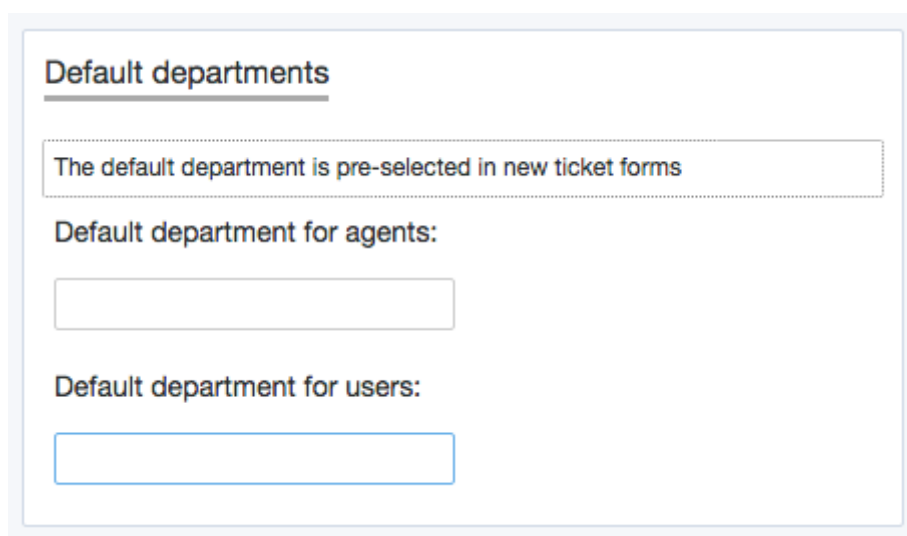


How do I set a default department for tickets submitted via the user portal?

Lauren Cumming - 2023-08-31 - Comment (1) - 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 *