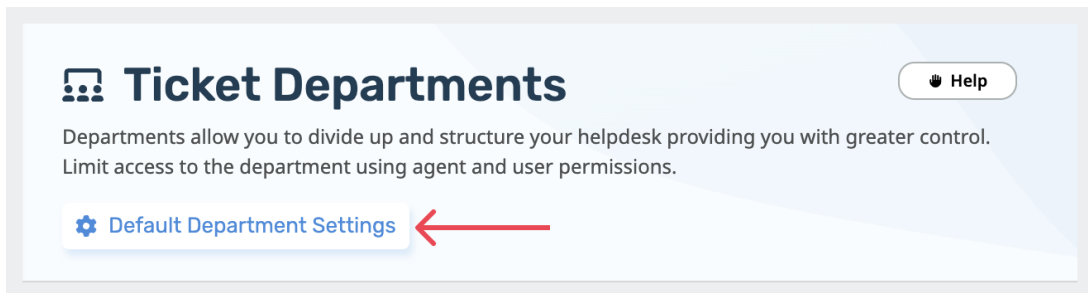


How do I set a default department for tickets submitted via the Help Center?

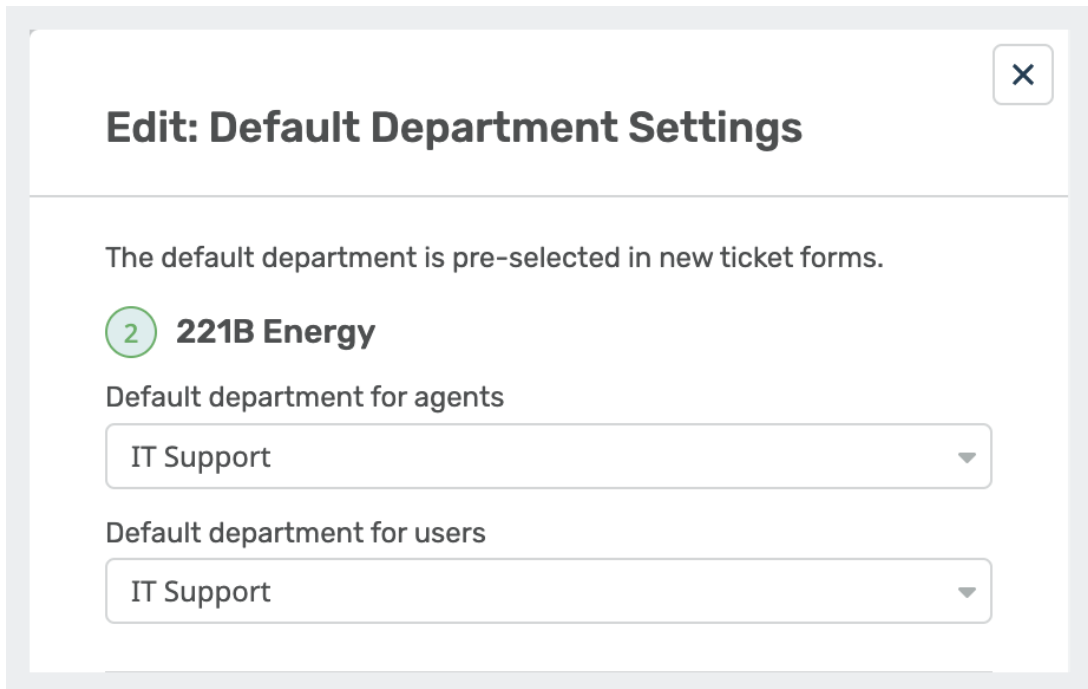
Cecilia Sam - 2023-08-17 - Comentários (0) - Ticket Structure

To set a default department for the ticket form on your Help Center, you can go to **Admin > Ticket Structure > Departments > Default Department Settings**.



The screenshot shows the 'Ticket Departments' page in the Deskpro admin interface. At the top left is the title 'Ticket Departments' with a grid icon. To the right is a 'Help' button. Below the title is a descriptive paragraph: '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.' At the bottom left, there is a link 'Default Department Settings' with a gear icon, which is highlighted by a red arrow pointing to it from the right.

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.



The screenshot shows the 'Edit: Default Department Settings' dialog box. It has a close button (X) in the top right corner. The main heading is 'Edit: Default Department Settings'. Below the heading is a descriptive text: 'The default department is pre-selected in new ticket forms.' Underneath, there is a section for '221B Energy' with a green circle containing the number '2'. Below this, there are two dropdown menus. The first is labeled 'Default department for agents' and is set to 'IT Support'. The second is labeled 'Default department for users' and is also set to '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 