

Setting up Departments

Lauren Cumming - 2023-08-16 - Comentários (0) - Deskpro Legacy

What are Departments?

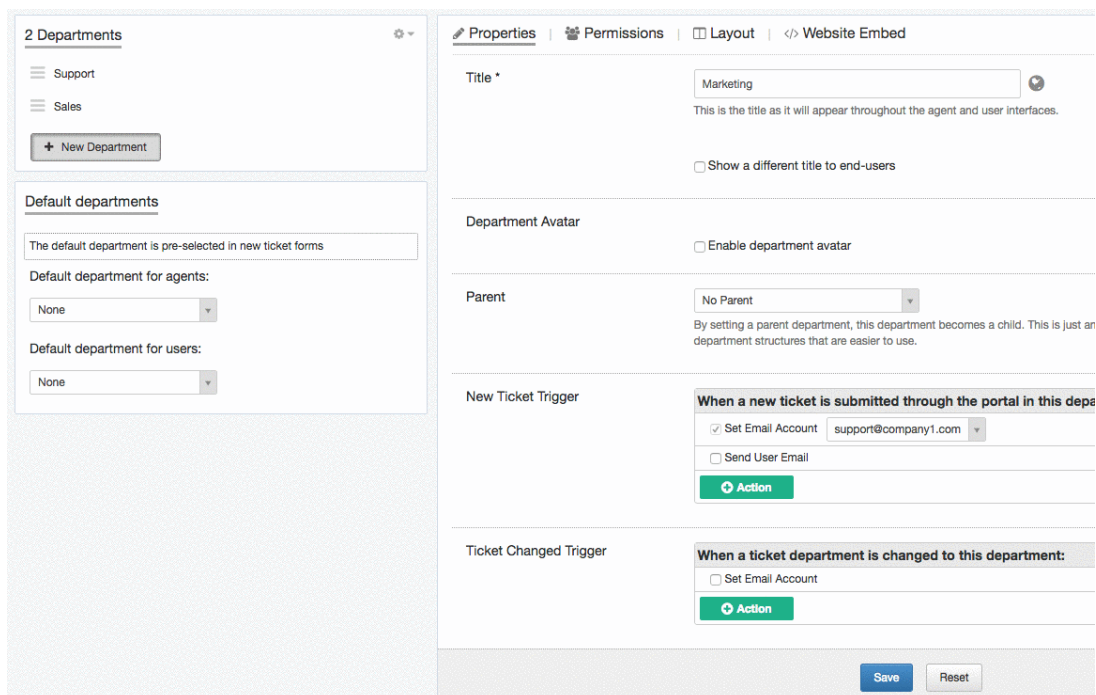
[Departments](#) are the main organizational structure of your Deskpro Helpdesk and allow you to control access to Tickets as well as define unique Ticket properties for your Agents and Contact Form properties for your Users.

Common Departments include:

- **Support/Sales/Marketing**: internal divisions within your company
- **UK/Europe/Australasia**: internal divisions with your company
- **Support > Technical Support > Software Support** and **Sales > Enterprise > Small Business**: divisions that have Sub-Departments
- **Support**: a single Department to manage all of your Tickets

How do I add Departments?

To add your Departments go to **Admin > Tickets > Departments** and create the structure you want to use to manage your Deskpro Helpdesk. You can add a different name for your end-users by ticking '**Show a different title to end-users.**'



The screenshot shows the 'Properties' tab of the 'Marketing' department configuration. On the left, a sidebar shows '2 Departments' with 'Support' and 'Sales' listed, and a '+ New Department' button. Below that, 'Default departments' settings are shown for agents and users, both set to 'None'. The main configuration area includes: 'Title *' set to 'Marketing' with a note that it appears throughout the agent and user interfaces, and an unchecked checkbox for 'Show a different title to end-users'; 'Department Avatar' with an unchecked checkbox for 'Enable department avatar'; 'Parent' set to 'No Parent' with a note that setting a parent makes the department a child; 'New Ticket Trigger' with 'Set Email Account' checked and 'support@company1.com' selected, and 'Send User Email' unchecked; and 'Ticket Changed Trigger' with 'Set Email Account' unchecked. 'Action' buttons are present for both triggers. 'Save' and 'Reset' buttons are at the bottom right.

How do I control access to my Departments?

After creating your Department(s) you can customize which Agents and which Users have access to which Departments.

There is a ['Permissions'](#) tab which shows you an overview of who has access. This allows you to manage your Deskpro Helpdesk so Agents only see the most relevant tickets to their workflow and your Users can only create Tickets for the Departments they are need to contact.

Every Ticket in your Deskpro Helpdesk will be associated with one Department which will allow you to create Custom Forms for your Agents so that Tickets can be directed to the right areas of your business.

Tags

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