I'm having trouble with some tickets ending up in random departments

Ben Henley - 2024-01-09 - Comments (0) - Using Deskpro

Question:

I've noticed a few tickets on my helpdesk are ending up in departments that don't make any sense given our helpdesk setup.

For example, we have a department that is only ever manually assigned by agents, but some tickets created from user emails have ended up in that department. What could be causing this?

Answer:

Every ticket must always have a department. Usually, Deskpro makes sure that a new ticket has a department - forms that can create a ticket require a department, and the email account triggers assign a department for tickets created via email.

In some rare cases, a ticket can be created without a department, in which case it gets assigned to a random department.

One possible cause of this is that you have an old trigger that is trying to assign the ticket to a parent department (used to group departments), rather than a department. Creating a trigger like that is not possible now, but was permitted by earlier versions of Deskpro.

To troubleshoot the problem, look at the ticket history **FULL LOG** for the affected tickets. Check any Triggers/SLAs/Escalations/Macros that have run on them all, and make sure a valid department is being assigned.

Tags

department

departments