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Add Organization to User when Created from Ticket Collecting Feedback

- Claire Collier
- **Forum name:** #Feature Request

When creating a new ticket, if you choose to create a new user, then it is only after the ticket and user have been created, can an Organization be added. Is there any way to add an Organization (as an optional field) when creating a new ticket with the new user option. Image attached below of our current New Ticket screen to show the area being described.

The screenshot shows the 'New Ticket' form in Deskpro. The form is divided into several sections: USER, PROPERTIES, BILLING, and MESSAGE. The PROPERTIES section is highlighted with a red arrow and the handwritten text 'add organisation'. The PROPERTIES section contains fields for Brand (SysGroup) and Department. The BILLING section contains fields for Charge, Amount (GBP), and Rate. The MESSAGE section contains fields for Agent (Claire Collier) and Subject. The form also includes a 'Change User' button and a 'Comment' field.