2. Organize your departments

Benedict Sycamore - 2018-12-13 - Comments (0) - Deskpro Legacy

Like many organizations, you might have separate sales and support teams that are staffed by different groups of agents. Or perhaps you have similar divisions based on other criteria - like client account or region.

Next, we want to set up your helpdesk so it reflects the nature of your organization.

This is achieved by using a feature in Deskpro called Departments. Each ticket that comes into your helpdesk will always have an associated Department.

Departments make it incredibly easy for you to group tickets in a way that makes sense to you and your team - allowing for more efficient support management.

You can tell Deskpro exactly which tickets you want to be assigned to each Department, but we'll get to that a bit later. First, let's get started by setting up some departments of your own.

To do so, go to **Admin > Tickets > Departments**. As you can see, there are already Sales and Support departments set up.

Click the **+ New Department** button, add a new department title, and click **Save**. Feel free to add as many different departments that reflect the structure of your organization.

For more information on organizing your departments, refer to our guide.

Or read the next article in the 'Getting Started' series on adding agents to your helpdesk.