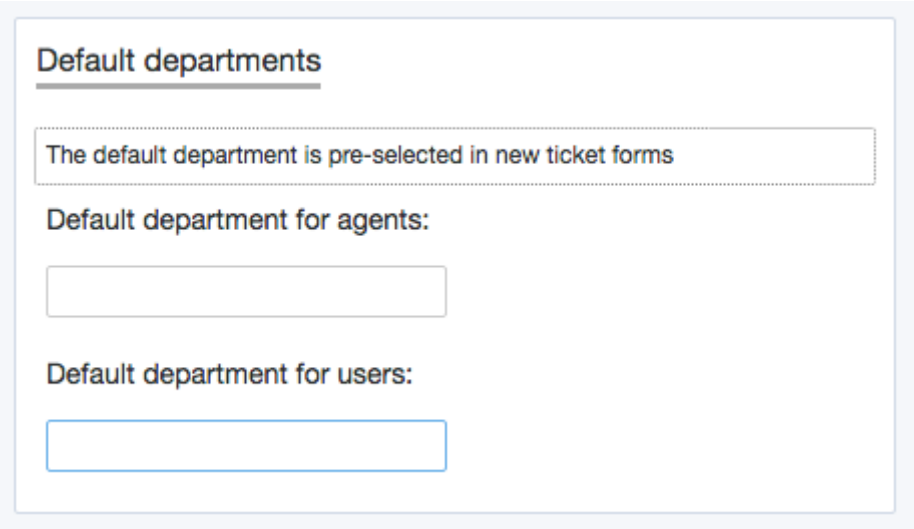
How do I set a default department for tickets submitted via the user portal?

Lauren Cumming - 2023-08-31 - Comments (0) - Deskpro Legacy

To set a default department for the ticket form in your user portal, go to **Admin > Tickets > Departments.**



Here there is the option to select the default department for users so that when they access the contact form via the user portal, this department will be pre-selected e.g Support rather than Sales.