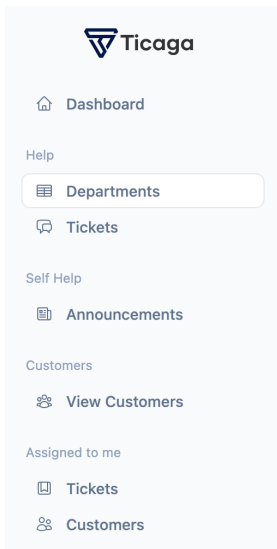


Departments

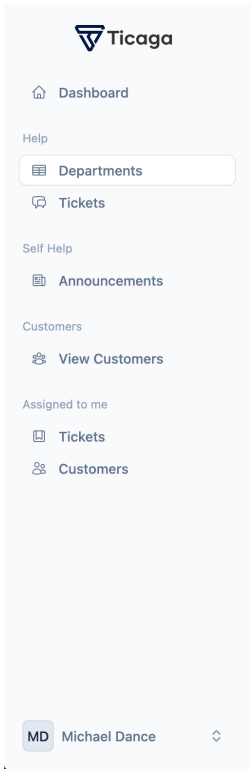
- [Create a Department](#)

Create a Department



Firstly you want to select **Departments** on the left hand navigation.

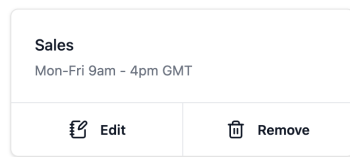
You will see this page, we've **already** created a **Sales** department. In this tutorial we'll be creating the **support** department.



The sidebar navigation menu for Ticaga includes the following items: Dashboard, Help (Departments, Tickets), Self Help (Announcements), Customers (View Customers), and Assigned to me (Tickets, Customers). The user profile at the bottom shows 'MD Michael Dance'.

Departments

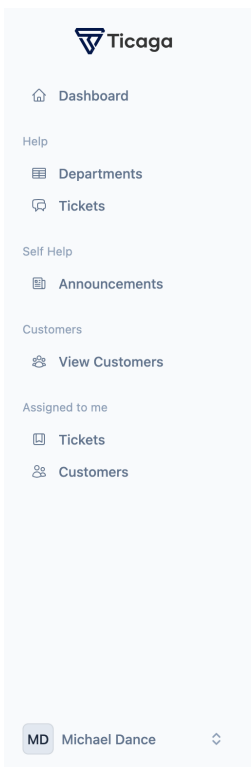
Create Department



Sales
Mon-Fri 9am - 4pm GMT

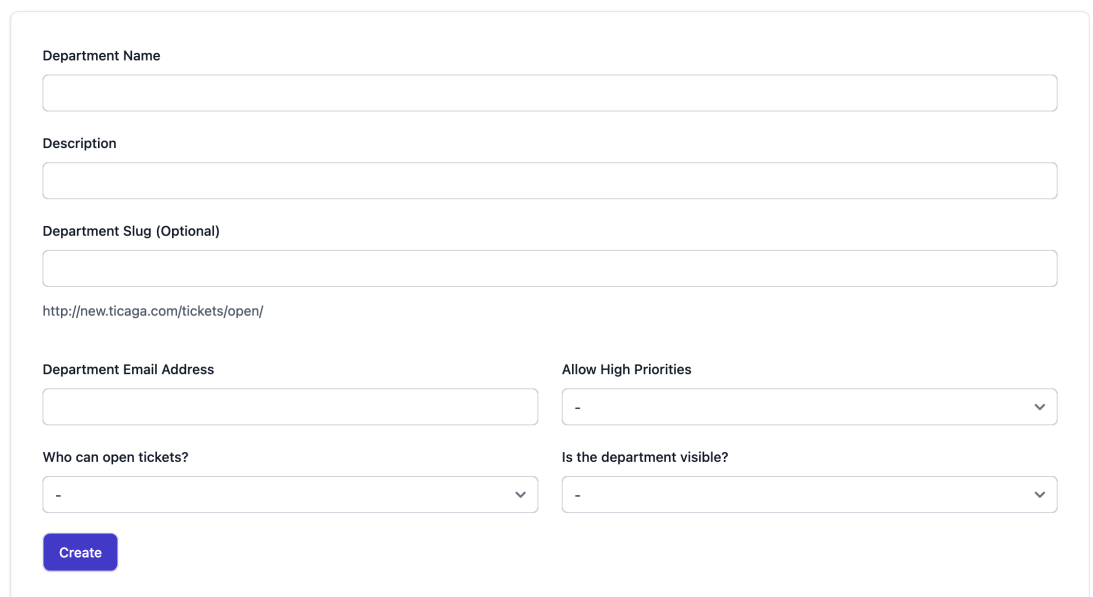
Edit Remove

Now you can click on **Create department** button, to start creating your department.



The sidebar navigation menu for Ticaga includes the following items: Dashboard, Help (Departments, Tickets), Self Help (Announcements), Customers (View Customers), and Assigned to me (Tickets, Customers). The user profile at the bottom shows 'MD Michael Dance'.

Create a department



Department Name

Description

Department Slug (Optional)

<http://new.ticaga.com/tickets/open/>

Department Email Address

Allow High Priorities

Who can open tickets?

Is the department visible?

Create

Department Name: The name of the department.

Description: You can enter a description here for the department this will be displayed under the name.

Department Slug: You can put the url to the department here, it is optional and it will generate a slug from the department name on creation.

Department Email Address: This is the email address for the department, this will be where the emails are from. This needs a valid domain in it.

Allow High Priority: Yes or No, if you select Yes, then your customers or guests can open a ticket with a Low, Medium, High or Emergency, or any other priorities you create in the Enum, otherwise it's just Low, Medium or any other priorities you've created which aren't "High Priority".

Who can open tickets: This setting sets whether it's

- Private shared link:- Shown to no-one, you can only access it via the link.
- Public:- Shown to everyone.
- Customers only:- Shown to just customers.

Is the department visible: Is the department disabled? Yes means no-one can access it. No means anyone can access it depending on the "**Who can open tickets**" setting above.

After you've clicked create, you will be able to see and use the department.