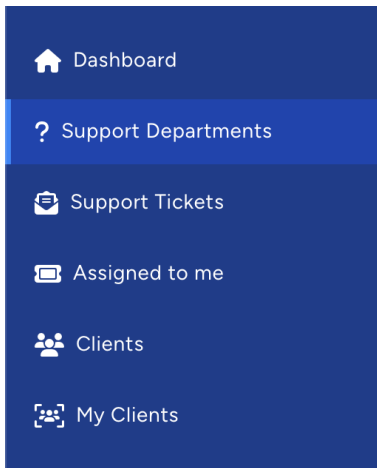


Departments

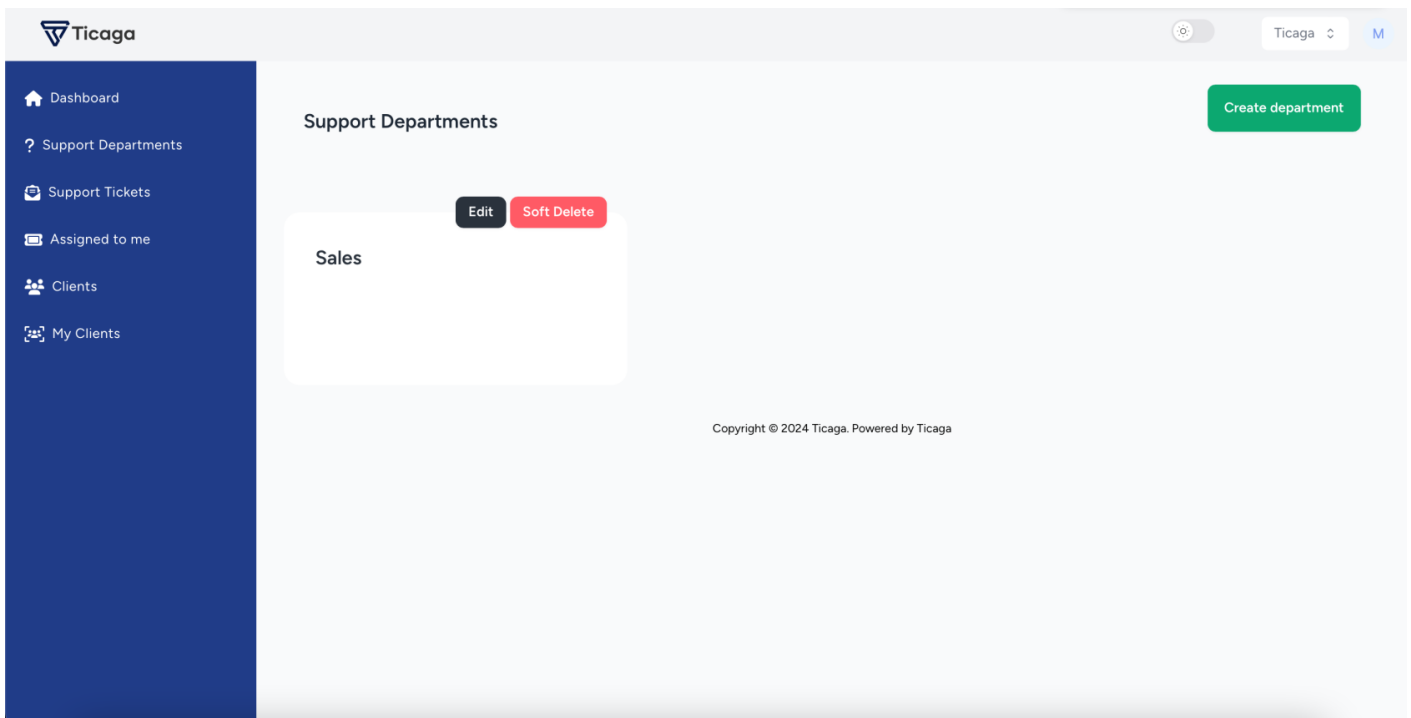
- [Create a Department](#)

Create a Department



Firstly you want to select Support 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.



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

Department Name

Department Slug (Optional)

http:// /tickets/open/

Department Description

Department Email Address

Allow High Priority

Will This Department Allow High Priority?

Display department

Will This Department Be Shown To Anyone?

Department Disabled

Is This Department Disabled?

Create

Department Name: The name of the department.

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

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.

Display Department: This setting sets whether it's

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

Department Disabled: Is the department disabled? Yes means no-one can access it. No means anyone can access it depending on the display department setting above.

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