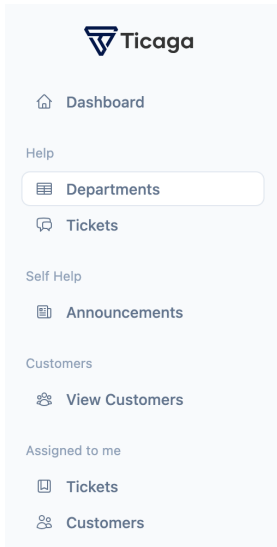
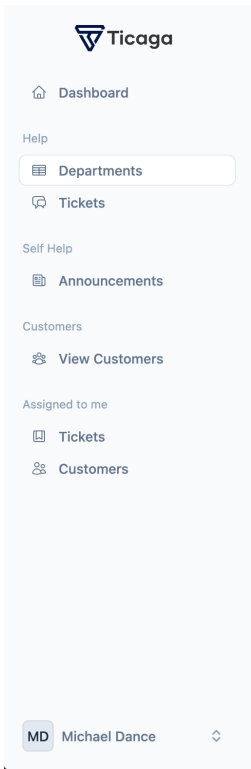


# Create a Department



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.



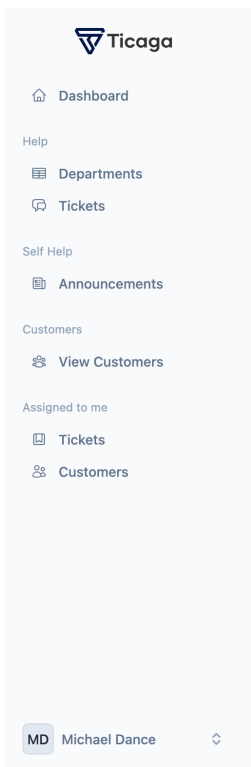
## Departments

Create Department

**Sales**  
Mon-Fri 9am - 4pm GMT

 Edit  Remove

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



## 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?**

**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.

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