

Ticket Departments

What are ticket departments?

Ticket departments in a knowledge base system are organizational units within the customer support or service framework, designed to categorize and route customer inquiries, issues, or support tickets to the most appropriate team or individual specialized in that area. These departments are structured around various functions, product lines, or service areas to streamline the support process, ensuring that customer issues are addressed by the most qualified and knowledgeable personnel.

For example, a software company might have ticket departments for technical support, billing inquiries, product feedback, and general information. When a customer submits a ticket through the knowledge base or support portal, the ticket can be automatically or manually assigned to the relevant department based on the issue's nature. This system helps in managing the support workload efficiently, improving response times, and enhancing the overall customer service experience by ensuring that inquiries are handled by experts in that particular domain.

How to create a ticket department?

1. Login to admin control panel with editor or superuser account.
2. Navigate to Tickets > Departments section in the left sidebar. You'll see the following screen.

Manage Departments

YOU ARE HERE: [Dashboard](#) / [Departments](#)

You can manage the ticket departments of your knowledgebase in this section.

Add Department

NAME

Enter department name...

VISIBILITY

Yes

No

DEPARTMENT EMAIL(S)? [?](#)

EMAIL ADDRESSES

Enter emails...

Save Department

Show 10 entries

ID	Name	Visible	Tickets	Emails	Actions
1	Support	YES	700	N/A	⚡ Actions
2	Pre-Sales	YES	21	N/A	⚡ Actions

Displaying 1 to 2 of 2 records

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3. In the "Add Department" Panel, specify the department name you wish to add and select visibility (Yes/No).
4. Check the "Department Email(s)?" checkbox if you would like to be notified when new tickets are posted in that

department. When checked, the "Email Addresses" field will get enabled where you can specify the emails to receive notifications about new tickets.

5. Finally, click on "Save Department" button to save the department.

Managing Departments

1. Select the department from the displayed records and click on the "Action" button. Based on your choice, you can edit or delete the record.

The screenshot shows a management interface for departments. At the top, there is a 'Show 10 entries' dropdown. Below this is a table with columns: ID, Name, Visible, Tickets, Emails, and Actions. The table contains two rows: ID 1, Name 'Support', Visible 'YES', Tickets 5, Emails 'N/A'; and ID 2, Name 'test', Visible 'YES', Tickets 4, Emails 'test@mail.com'. A search bar and a 'Search' button are located to the right of the table. Below the table, there is a pagination control showing 'Displaying 1 to 2 of 2 records' and a 'First' button. An 'Actions' dropdown menu is open over the 'test' department row, showing 'Edit' and 'Delete' options.

2. If you select 'edit,' the department information will be displayed in a form. Based on your choice, you can edit the name, visibility, and department emails.

The 'Edit Department' form is displayed. It has a title 'Edit Department' and a 'NAME' field containing 'test'. Below this is a 'VISIBILITY' section with radio buttons for 'Yes' (selected) and 'No'. There is a checked checkbox for 'DEPARTMENT EMAIL(S)?' with a help icon. Below that is an 'EMAIL ADDRESSES' field containing 'test@mail.com'. At the bottom of the form is a blue 'Save Department' button.

3. After editing the information, click the "Save Department" button to update.

