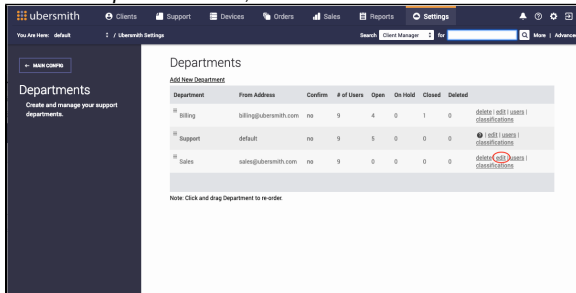


Managing Support Departments

Once you have [created support departments](#), you can perform various actions on them.

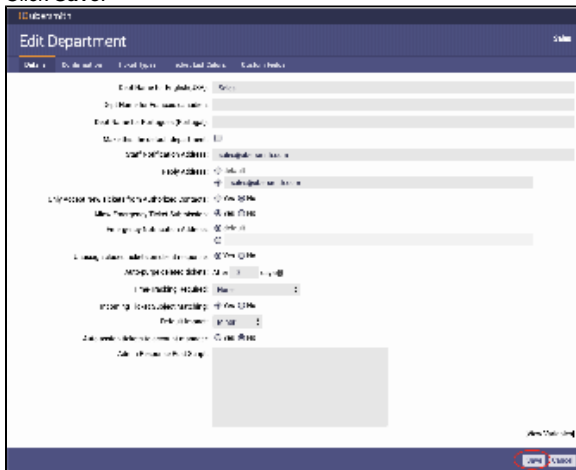
Editing Support Departments

1. [Access the Departments page.](#)
2. From the *department's* row, click **edit**.



The *Edit Department* page appears.

3. Make any necessary changes.
4. Click **Save**.



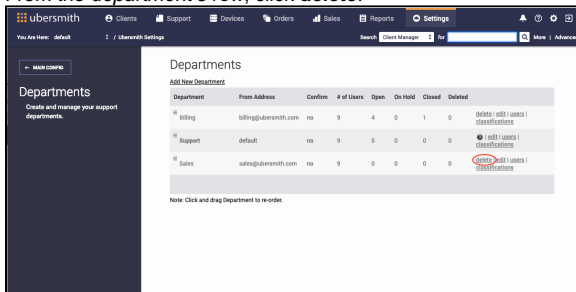
On this page:

On this page:

- [Editing Support Departments](#)
- [Deleting Support Departments](#)
- [Purging Deleted Tickets](#)
- [Assigning Users to Support Departments](#)
- [Assigning Ticket Classifications to Support Departments](#)
- [Reordering Support Departments](#)
- [Related Topics](#)

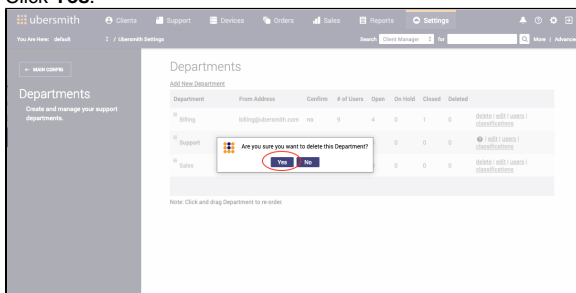
Deleting Support Departments

1. [Access the Departments page.](#)
2. From the *department's* row, click **delete**.



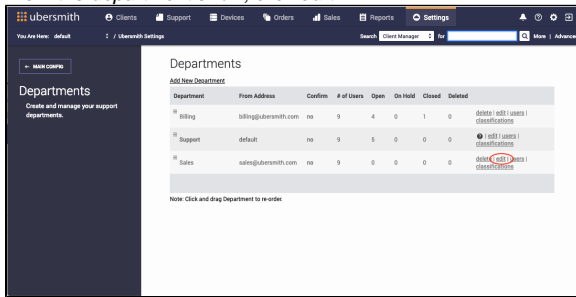
A confirmation message appears.

3. Click **Yes**.



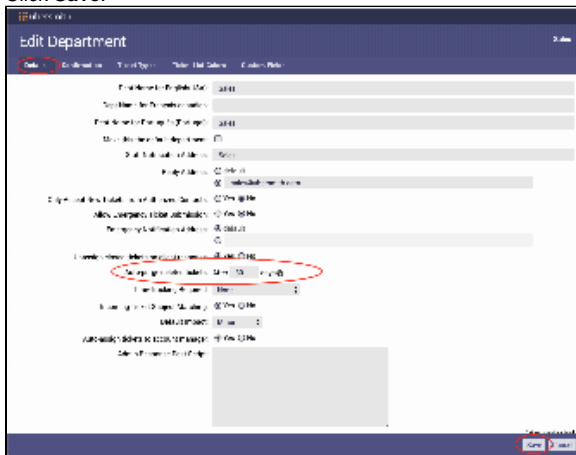
Purging Deleted Tickets

1. [Access the *Departments* page.](#)
2. From the *department's* row, click **edit**.



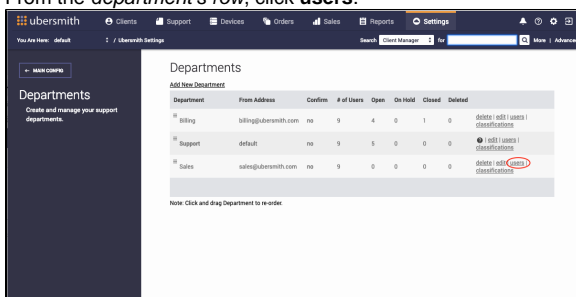
The *Edit Department* page appears.

3. Click the *Details* tab, if necessary.
4. In the **Auto-purge deleted tickets** field, enter the number of days to begin automatically purging deleted, inactive tickets. A 0 means that your deleted tickets will not be purged. Changing this to zero from another number can affect performance, if there are a lot of deleted tickets.
5. Click **Save**.



Assigning Users to Support Departments

1. [Access the *Departments* page.](#)
2. From the *department's* row, click **users**.



The *Permissions grid* appears for the support department.

3. Select the appropriate rights to assign to the user, for each area's *View*, *Create*, *Update* and *Delete* columns. **Allow** gives the user access and **Deny** gives the user no access.

4. Click **Save**.

User	View	Create	Update	Delete
Brian Teclar	Allow	Deny	Deny	Deny
Calden James	(None)	(None)	(None)	(None)
Camille Marshall	(Allow)	(Allow)	(Allow)	(Allow)
Craig Masterson	(Allow)	(Allow)	(Allow)	(Allow)
Jared Smith	(Allow)	(Allow)	(Allow)	(Allow)
Michael Styne	(Allow)	(Allow)	(Allow)	(Allow)
Rose James	(Allow)	(Allow)	(Allow)	(Allow)
Steve Marshall	(Allow)	(None)	(None)	(None)
Ted Gibson	(Allow)	(Deny)	(Deny)	(Deny)
Ubersmith Demo Admin	(Allow)	(Allow)	(Allow)	(Allow)

Assigning Ticket Classifications to Support Departments

1. Access the [Departments](#) page.
2. From the *department's* row, click **classifications**.

Department	From Address	Confirm	# of Users	Open	On Hold	Closed	Deleted	
Billing	billing@ubersmith.com	no	9	4	0	1	0	dropdown (edit users classifications)
Support	default	no	9	5	0	0	0	dropdown (edit users classifications)
Sales	sales@ubersmith.com	no	9	0	0	0	0	dropdown (edit users classifications)

The *Classifications* page appears.

3. In the *Applicable* column for each ticket classification, select **Yes** for the ticket classifications that can be included in the department.
4. In the *Client Selectable* column for each ticket classification, select **Yes** for the ticket classification that your clients can set on their tickets through the *Client Portal*.

Classification	Applicable	Client Selectable
Support	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Critical	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
High	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Moderate	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Low	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Billing	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Accounts Payable	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Sales	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

Reordering Support Departments

1. Access the [Departments](#) page.
2. Click and drag the support department to move that item up or down the list.

Department	From Address	Confirm	# of Users	Open	On Hold	Closed	Deleted	
Billing	billing@ubersmith.com	no	9	4	0	1	0	dropdown (edit users classifications)
Support	default	no	9	5	0	0	0	dropdown (edit users classifications)
Sales	sales@ubersmith.com	no	9	0	0	0	0	dropdown (edit users classifications)

Related Topics

[Adding Support Departments](#)