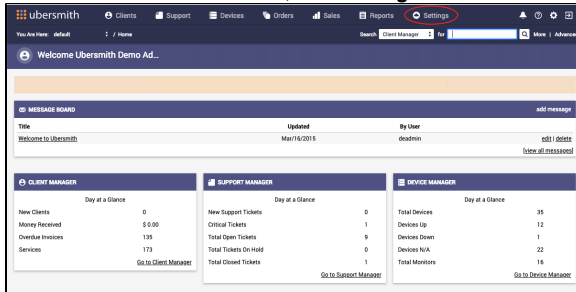


Adding Support Departments

You can create separate support departments for different support requests such as billing or technical support. Departments exist across brands, so if you create a department, it will be available for every brand.

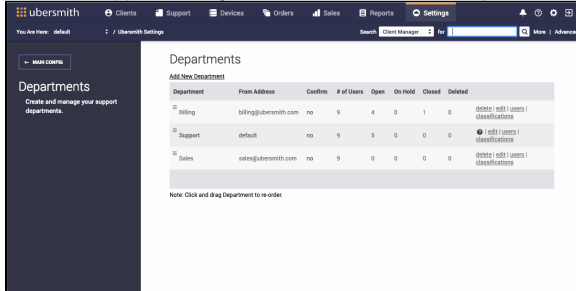
Accessing the Departments page

1. From the Ubersmith Dashboard, click **Settings**.



The *Ubersmith Settings* page appears.

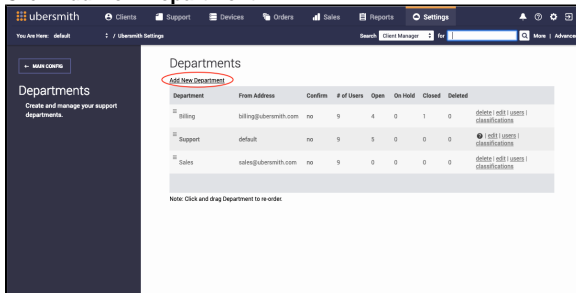
2. From the *Support Settings – General* section, click **Departments**.



The *Departments* page appears.

Complete the Details Tab

1. Click **Add New Department**.



The *Add Department* page appears.

2. In the **Dept Name** field, enter your department's name.
3. Select the **Make this the default department** to set the department as the system default.
4. In the **Staff Notification Address** field, enter the email address to receive all staff notification emails.
5. In the **Reply Address** field, select either default or enter the email address that sends replies for the department. See [Configuring Support Email Address Settings](#) for more information.
6. In the **Only Accept New Tickets from Authorized Contacts** field, select **Yes** to only receive support tickets from active authorized contacts.
7. In the **Allow Emergency Ticket Submission** field, select **Yes** to accept emergency (911) tickets.
8. In the **Emergency Notification Address** field, select default or enter the email address to receive emergency notification emails. See [Configuring Support Email Address Settings](#) for more information.
9. In the **Unassign closed tickets on client response** field, select **Yes** to remove an assigned user from tickets once the ticket has been closed and the client has responded.
10. In the **Auto-purge deleted tickets** field, enter the number of days to removed deleted tickets from the system when there has been no activity. Set to 0 to disable automatic ticket purging. Changing this to zero from another number can affect performance, if there are a lot of deleted tickets.
11. In the **Time-Tracking Required** field, select **none** to not track the amount of time a response or comment to a ticket takes, select **Replies only** to track the amount of time replies to a ticket

On this page:

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takes, select **Comments only** to track the amount of time comments take, or select **Replies and Comments** to track both the amount of time replies and comments take.

12. In the **Incoming Ticket Subject Matching** field, select **Yes** if you want to attempt to match ticket responses by subject for the department.
13. In the **Default Impact** field, select the ticket impact to set for all newly submitted tickets.
14. In the **Auto-assign tickets to account manager** field, select **Yes** to assign all newly submitted tickets to the client's account manager, which is designated in the [User Relationships section in User Preferences](#).
15. In the **Admin Response Post Script** field, enter text to be appended to the bottom of your ticket replies and follow-ups. Text added here remains in any correspondence sent from the department and can only be removed by deleting the text here, and not by the user. This field is used for adding links to client-satisfaction surveys.
16. Click **View Variables** to display the *View Variables: Admin Response Post Script* page which lists all the system variables you can use to customize your post script.

Complete the Confirmation Tab

1. Click the *Confirmation* tab.
2. In the **Send Confirmation** field, select **Yes** to send an automatic confirmation email for new tickets received by email, select **No** to not send confirmation emails, or select **Client Only** to send an automatic confirmation email for new ticketed received by email that match an existing client.
3. In the **Confirmation Template** field, enter the body of the text to be the automatic response confirmation email.
4. Click **View Variables** to display the *View Variables: Ticket Confirmation* page which lists all the system variables you can use to customize your confirmation.

Complete the Ticket Types Tab

1. Click the *Ticket Types* tab.
2. In the *Applicable* column for each ticket type, select **Yes** for the ticket types that can be included in the department.
3. In the *Client Selectable* column for each ticket type, select **Yes** for the ticket types that your clients can set on their tickets through the *Client Portal*. See [Adding Ticket Types](#) for more information.

The screenshot shows the 'Add Department' form with the 'Ticket Types' tab selected. The tab is circled in red. The form contains a table with three columns: 'Type', 'Applicable', and 'Client Selectable'. The 'Type' column lists ticket types: 'Open' (New, Open, Assigned), 'On Hold' (On Hold), and 'Closed' (Closed). The 'Applicable' and 'Client Selectable' columns contain radio buttons for 'Yes' and 'No'.

Type	Applicable	Client Selectable
Open		
New:	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Open:	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Assigned:	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
On Hold		
On Hold:	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Closed		
Closed:	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No

Buttons at the bottom: Save, Save & New, Cancel.

Complete the Ticket List Colors Tab

1. Click the *Ticket List Colors* tab.
2. In the **Low** field, enter the HEX color code for low priority tickets to be displayed in the *Support Manager Dashboard*.
3. In the **Normal** field, enter the HEX color code for normal priority tickets to be displayed in the *Support Manager Dashboard*.
4. In the **High** field, enter the HEX color code for high priority tickets to be displayed in the *Support Manager Dashboard*.
5. In the **911** field, enter the HEX color code for emergency priority tickets to be displayed in the *Support Manager Dashboard*.
6. Click the **plus** to add a *Client last responded [minutes] minutes ago* row and enter the number of minutes to add colors to for each ticket priority.

The screenshot shows the 'Add Department' form with the 'Ticket List Colors' tab selected. The tab is circled in red. The form contains a table with four columns: 'Colors for tickets awaiting response', 'Low', 'Normal', 'High', and '911'. The 'Colors for tickets awaiting response' column lists 'Default' and 'Client last responded 9 minutes ago'. The 'Low', 'Normal', 'High', and '911' columns contain HEX color codes. A plus sign is visible at the bottom left of the table.

Colors for tickets awaiting response	Low	Normal	High	911
Default	#4254	#4277	#f4e8	#f442
Client last responded 9 minutes ago				

Buttons at the bottom: Save, Save & New, Cancel.

Complete the Custom Fields Tab

The fields in this tab will differ based on what custom fields your instance of Ubersmith has configured.

1. Click the *Custom Fields* tab.

2. If you have any custom ticket fields set up in your Ubersmith instance, they will display here. See [Custom Ticket Fields](#) to configure these options.
3. Click **Save** or **Save & New**.

The screenshot shows the 'Add Department' form in the Ubersmith interface. The 'Custom Fields' tab is selected and highlighted with a red circle. The form has a table with two columns: 'Custom Field' and 'Applicable'. Under the 'Billing' section, there are two rows: 'Billable' with a 'Required' dropdown and 'non billable' with a 'Yes' dropdown. At the bottom of the form, there are three buttons: 'Save', 'Save & New', and 'Cancel', all of which are circled in red.

Custom Field	Applicable
Billing	
Billable:	Required
non billable:	Yes

Save Save & New Cancel

Related Topics

[Managing Support Departments](#)