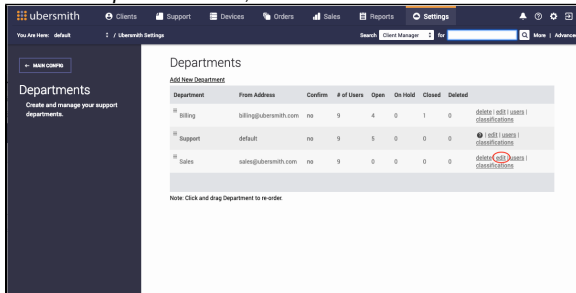


Managing Support Departments

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

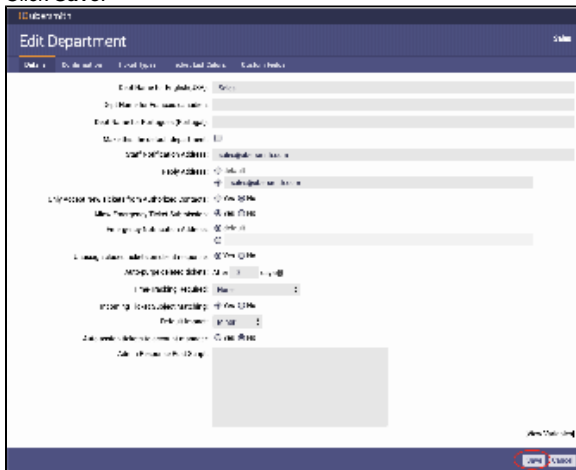
Editing Support Departments

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



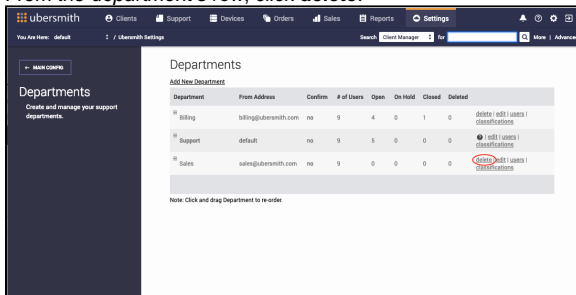
The *Edit Department* page appears.

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



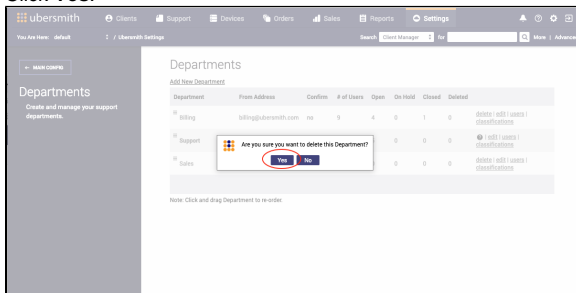
Deleting Support Departments

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



A confirmation message appears.

3. Click **Yes**.



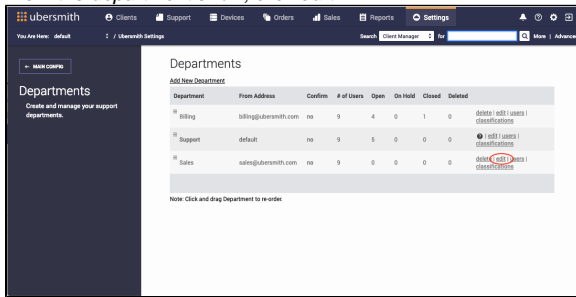
On this page:

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](#)

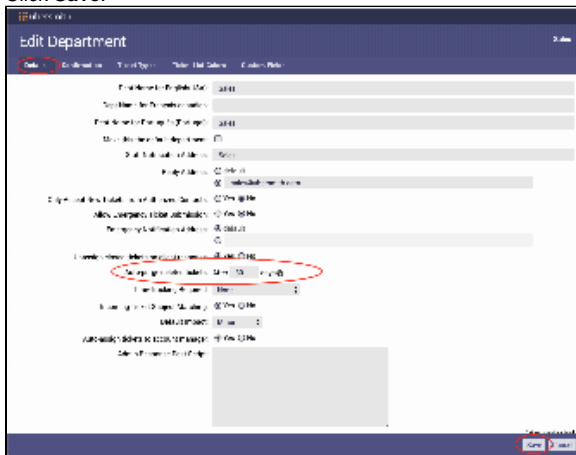
Purging Deleted Tickets

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



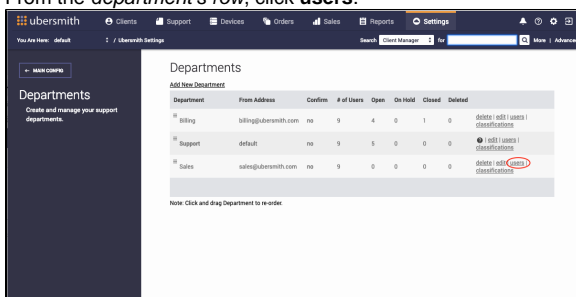
The *Edit Department* page appears.

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 |
| Support | default | no | 9 | 5 | 0 | 0 | 0 |
| Sales | sales@ubersmith.com | no | 9 | 0 | 0 | 0 | 0 |

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 checked="" 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 checked="" 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 |
| Support | default | no | 9 | 5 | 0 | 0 | 0 |
| Sales | sales@ubersmith.com | no | 9 | 0 | 0 | 0 | 0 |

Related Topics

[Adding Support Departments](#)