

Department

Update Department

Department Information

Name:	<input type="text" value="Development"/>	*
Type:	<input checked="" type="radio"/> Public <input type="radio"/> Private (Internal)	*
Email:	<input type="text" value="YWCA Helpdesk <support@ywcaofstpaul.org>"/>	*
Template:	<input type="text" value="— System Default —"/>	*
SLA:	<input type="text" value="— System Default —"/>	*
Manager:	<input type="text" value="Bowers-Capen, Connie"/>	
Group Membership:	<input type="checkbox"/> Extend membership to groups with access. (Alerts and notices will include groups)	

Auto Response Settings: Override global auto-response settings for tickets routed to the Dept.

New Ticket:	<input type="checkbox"/> Disable new ticket auto-response for this Dept.
New Message:	<input type="checkbox"/> Disable new message auto-response for this Dept.
Auto-Response Email:	<input type="text" value="— Department Email —"/>

Department Access: Check all groups allowed to access this department.

Department manager and primary members will always have access independent of group selection or assignment.

- ☐ Managers (1)
- ☒ Overseers (4)
- ☐ Staff (7)

Department Signature: Optional signature used on outgoing emails.