



Adding and Managing Departments

Departments are the various business divisions within your organization. They can be categorized based on your products, geographical locations or teams. Zoho Desk enables you to create departments and manage customer support individually for each of your divisions within your organization. Each department can have its own agents, mail boxes, live chat agents, community forums, web forms and social media channels. Besides these, you can set automation, service agreements, business hours, etc., specific to the departments. This allows you to customize a support process independent of your other departments.

You can also create departments for private purposes that can be used for internal ticket management. Your customers cannot access such private departments in their Help Center.

Availability

Permission

By default, users with the Administrator profile can add and manage departments in Zoho Desk. Admins can enable the *Departments* permission for other user profiles if required.

[Check Feature Availability and Limits](#)

Adding Departments

You can add multiple departments according to your business requirements. The Professional plan allows you to add a maximum of 10 departments (inc. private departments). However, you can override this limit when you subscribe to Enterprise.

To add a department

1. Go to **Setup** () > **Organization** > **Departments**.
2. In *Department Lists* page, click **New Department** in the upper right corner.
3. In the *Add Department* page, enter the following details:
 - **Department Name:** Provide a name for this department
 - **Display Name in Help Center:** Enter the name as it should appear for your customers in the Help Center
 - **Logo:** Browse and select a logo for the department. The logo is used to identify the department in the Help Center
 - **Display in Help Center:** Uncheck this option to add a private department

- **Associate Agents:** Add agents to handle the tickets received in this department
- **Description:** Enter the description for the department

4. Click **Configure Channels**.

New Department
i

Department Name

Zylcares

Display Name in Help Center

Zylcares

Logo

C:\fakepath\zylker-logo.png Clear

Display in Help Center

Associate Agent ▼

SP

AN

Description

Customer support team at Zylker.

Configure Channels

Cancel

Now that you've added a new department, you must configure the support channels for it. You can continue to configure the channels in the following screen or come back to it later.

Editing Departments

You can edit the departments you have added in the Zoho Desk portal. For example, you can choose to mark a public department as private if needed.

To edit a department

1. Go to **Setup** () > **Organization** > **Departments**.
2. In the *Department Lists* page, click the **Edit** icon () displayed alongside the name of a department.

3. Perform the necessary changes. You can click **Change logo** to browse and select a new logo for the department.
4. Click **Save**.

Disabling Departments

If required, the Administrator can disable the departments based on the business needs. When you disable a department, all the Tickets, Articles, Contracts, Products, Activities, Workflows and SLAs associated with it cannot be accessed. Also, web forms that were created for the department need be re-generated.

 **Note:**

- Users can choose to transfer agents and mail servers to another active department when needed. If a department is disabled, they'll have the option to reassign agents and mail servers, ensuring that emails sent to the transferred addresses continue to generate tickets in the new department. The email server acts as a gateway, fetching emails sent to support addresses and routing them to Zoho Desk, where they are processed into tickets. While it doesn't create tickets directly, it ensures customer emails are available for ticket generation.

If the options to transfer agents or mail servers are not selected, and the agent is not part of any other department, they will remain associated with the disabled department. In such cases, when the agent logs into their Desk account, an alert message stating "**You do not have access to any other department**" will be displayed.

Disable Department - Zylker repair and maintenance ✕

 **Points To Remember**

- When disabled all records, automation rules and other configurations associated with this department cannot be accessed.
- End users will not be able to view the Tickets, Knowledge Base and Categories associated with this department in the help center.
- Social brands, IM channels, Webforms, Chat and ASAP widgets associated with the department will become inactive. Ticket sent via them will not be received in the help desk.

Transfer Agents to Another Department
Agents from "Zylker repair and maintenance" will be transferred to another active department of your choice. These agents will not be able to access records of this department even after it gets reactivated.

Transfer Mail Servers to Another Department
All support email addresses from "Zylker repair and maintenance" will be transferred to another active department of your choice. Subsequently, emails sent to these support email addressed will be generated as tickets in the newly assigned department. The department's from addresses will also be transferred along with them.

Disable

- Tickets cannot be transferred to a department; only agents and emails can be transferred.
- You can only disable the departments and cannot delete them.
- Enabling a disabled department will retain the previous tickets associated with it. However, the transfer of agents and emails is irreversible.

To disable a department

1. Go to **Setup** () > **Organization** > **Departments**.
2. In the *Department Lists* page, hover the mouse pointer over a department you want to disable.
3. Click on the **toggle** to disable the department.
4. Specify an **active department** from the drop menu to transfer the agents and the support mail box.
5. Click **Transfer and Disable**.

Enabling Departments

You can enable a previously disabled department in Zoho Desk. **To enable a department:**

1. Go to **Setup** () > **Organization** > **Departments**.
2. In the *Department Lists* page, click the **Inactive** tab at the top to list the inactive departments.
3. Hover the mouse pointer on a department and click on the toggle to enable it.

The department is enabled. You must associate agents with this department since those who were a part of it were transferred when you disabled it.

Department add-on

To create an additional department in your Zoho Desk account, users have the option to purchase the Department Add-On through our store.

For the Enterprise edition, 50 departments are initially provided by default. Through the Department Add-On, users can acquire up to 450 more departments via the store, allowing a total of 500 departments per Desk account.

Points to remember

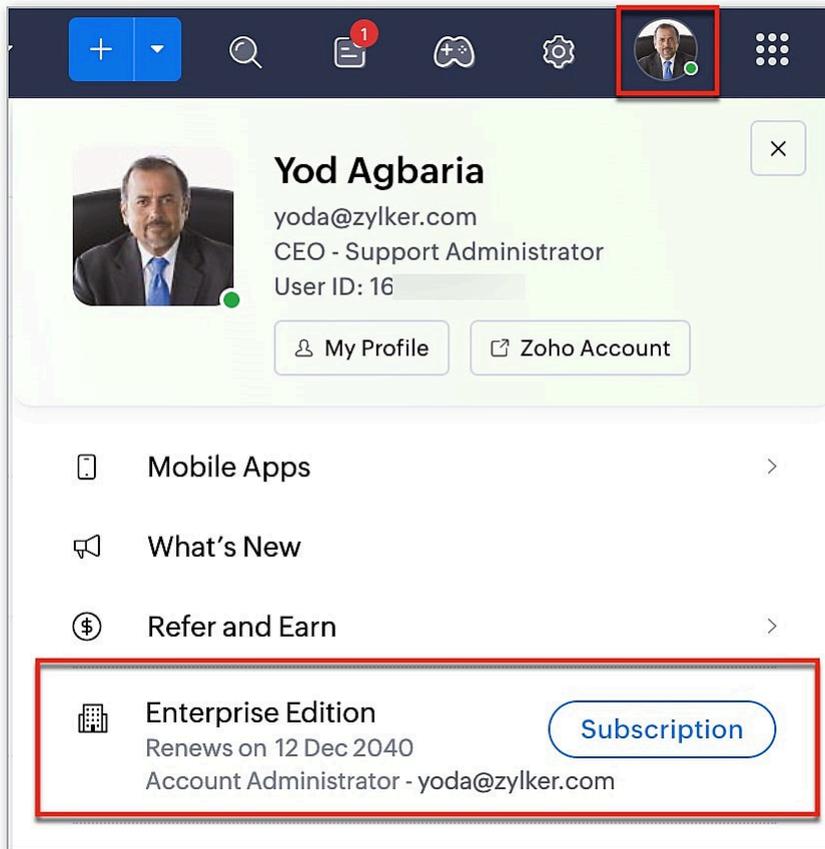
1. The Department Add-On is available for **Enterprise** edition and its equivalent plans, including ZohoOne, CrmPlus, and ServicePlus.
2. For the Desk Enterprise plan, you can directly purchase the add-on from the store, referring to the steps given below. However, for bundled plans like ZohoOne, ServicePlus, and CrmPlus, customers will need to submit a request to the respective services. The payments team will then process the addition of the add-on through an offline method.
3. The pricing for purchasing extra departments is as follows:
 - Monthly: \$7 per department
 - Annual: \$6 per department
4. If an existing enterprise user chooses to downgrade from the Enterprise plan to a Standard or Professional plan, the number of departments will be adjusted according to the downgraded plan. In such cases, if the customer wishes to retain and buy extra departments, they should upgrade back to the Enterprise edition and purchase the Department Add-On.

To purchase the Department Add-On

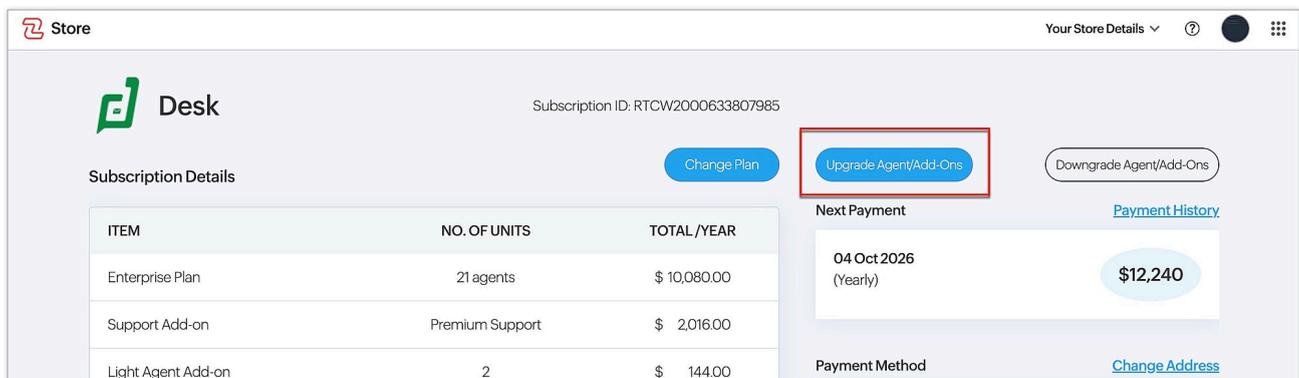
1. Go to your **Zoho Desk** account.
2. Click on your profile picture.

3. Select the **Subscription** button adjacent to your edition.

A separate window will open, displaying the Zoho Stores page.



4. Click on **Upgrade Agent/Add-ons**.



5. On the *Manage your Zoho Desk Subscription* page, choose the desired number of department add-ons (up to a maximum of 450).

6. Click **Proceed**, and place and buy your order.

Manage your Zoho Desk Subscription

Upgrade Add-Ons Confirm Order Confirmation

ITEM	NO. OF UNITS	AFTER ADDITION
Additional agents \$ 480 / agent / year	Select ▾	-
Support Add-On	Premium ▾	-
Light Agent Add-On \$ 72 /light agent / year	Select ▾	-
Department Add-On \$ 72 / department / year	65 ▾ 60 61 62 63 64	0 → 65

\$ 13,333.07

 **Note:** The **After Addition** column on the *Upgrade Add-Ons* page will display the total number of departments in your account, including the existing departments (only active departments) and the additional departments purchased through the add-on.