



[Feature Request](#) > [Ticket field - Select field - To hide an option from user form only](#) < [اقتراحات](#) < [مركز المساعدة](#)

Ticket field - Select field - To hide an option from user form only Report

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Feature Request# **اسم المنتدى:** •

Customer wants to disable an option in select field for user form but wants it visible in the agent form.

.So that this option can only be used by the agent but not visible to the user