Deskpro

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ticket fields possible issues Finished

michael Offenbecher •

• اسم المنتدى: Bug Report#

p>When you create custom layouts for tickets. Is there a way to have the ticket show up on> the agent side in the same order as it is setup when filling out the ticket. It seems to rearrange the items.

 Also when you add a Multi-Select Box and have multiple choices only one choice shows up to the agent. It also only shows 1 choice to the user after <they submit even though they might have selected 2 choices.</p

تعليقات (٢)

Christopher Nadeau

منذ 12 سنة

The multi-select issues have been resolved for our next build. The layout options on agent ticketview is a limitation at the moment. We'll address this soon in one of the upcoming builds.

Chris Padfield

منذ 10 سنوات

This is fixed in the current release.