

Creating Effective Custom New Ticket Contact Forms

[Admin](#) - [تعليقات \(.\)](#) - Lara Proud - 2023-08-21

?What is a Ticket Contact Form

A ticket contact form is a default feature on your Help Center; it is the principal channel users can use to submit tickets to your helpdesk.

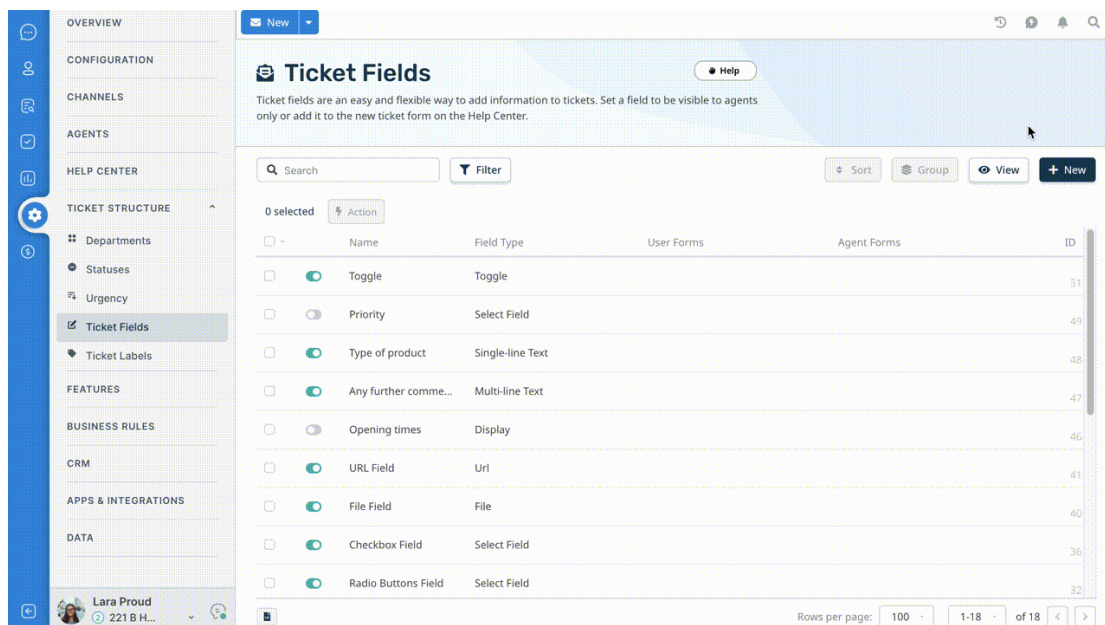
Ticket forms can be embedded onto any of your web pages, and appear on your Help Center. You can create different custom Contact forms for each department; this ensures that your Agents have all the relevant information about an inquiry when a ticket gets submitted. But you can also have the same form for multiple departments if you wish.

?How do I create effective Ticket Contact Forms

The key to making an effective contact form is by making the most of Deskpro's built-in form fields as well as creating your own custom fields, this will enable you to collect information from your users before the ticket reaches your Agents.

Think of form fields as a supplement to email support, providing as much information about specific inquiries will help your Agents to solve issues faster and reduce the back-and-forth required to resolve an issue.

.You can create custom fields by going to **Admin > Ticket Structure > Ticket Fields**



Once you have created your custom fields, you can create your **Ticket Contact Forms**. You create Ticket Contact Forms for your Departments in **Admin > Ticket Structure > Departments**

Select the department you require, and then open the **Form** tab where you can build your Ticket Contact Form

.by adding fields and ordering them using the handy drag-and-drop functionality

Edit: Complaints

InformationPermissionsFormWebsite Embed

Form

Custom Form Editor

This is a custom layout that applies only to this department. Any changes you make to this layout will not affect any others.

User FormAgent Form

⋮ User Name & Email (Single-line Text)

⋮ Department (Select Field)

⋮ Subject (Single-line Text)

⋮ Business Area (Select Field)

⋮ Message & Attachments (Multi-line Text)

⋮ Current Location (Single-line Text)

+ Field

You can add as many custom fields as you need. You can also create dependencies between fields for truly dynamic forms, e.g., only when a User selects that their ‘Type of Product’ is a ‘Radiator’ that ‘When did you purchase the product?’ appears

Add field dependencies by selecting the **Cog** on a field and specifying the criteria; you can edit other advanced settings here

Once you save your form, you can go to your Help Center and see the changes live by clicking on **Contact Us** and testing out the new fields you have created

?What are Agent Ticket Forms

In the Agent interface, the fields that Users fill in when submitting a ticket will be displayed to the Agent on the individual ticket as an **Agent Ticket Form** in the **ticket properties panel**, so they have all the information available to them as they handle the ticket

You will need to edit the **Agent Form** in **Admin > Ticket Structure > Departments** so that any custom fields you create are visible on the ticket for an Agent

The screenshot shows a CRM ticket interface. At the top, there's a tab titled "My radiator i..." with a close button. Below the tab, the ticket title "My radiator is faulty" is displayed. To the right of the title, there's a status indicator "Awaiting Agent" and a count "1".

On the left side, there's a sidebar with several sections:

- Unassign**: A button with a person icon.
- Team**: A button with a red circle icon containing a 'C'.
- Followers**: A button with a plus icon.
- Timers**: Three timers are shown: "13 mins Next event", "57 secs Ticket Open", and "57 secs User Waiting".
- User Profile**: A section for "David Green" with email "david.green@mail.com".
- Metadata**: Fields for "Ref" (MUWF-2400-XMCK), "Brand" (221B Energy), "Department*" (Complaints), "Language" (English), "Business Area" (Customer Support), "Type of Product" (Radiator), and "When did you purchase..." (28 December 2021).

The main content area is titled "FORM" and shows the user's message: "Please could you help my radiator isn't working properly!". Below the message, there's a "Write a message..." input field. At the bottom, there's a "Send as" dropdown menu set to "Awaiting User", and buttons for "Agent", "Team", and "Macro". A checkbox "Close tab after email sent" is also present.

Agents can edit or update the information provided in the ticket by clicking on a field; this is helpful if a User has accidentally put the wrong information down and helps to keep all records up to date

In addition to Ticket Custom Fields, you can create custom User and Organization fields that can add and store additional information about them in your CRM

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