

?How can I make agents record a solution for each ticket

Admin - () تعليقات - Chris Robinson - 2023-08-24

:Question

I would like to make my agents record how each ticket was resolved. Is there a way to add a compulsory 'Solution' field to Deskpro that is required to resolve a ticket

:Answer

.You can implement this easily using a custom ticket field

.1. Go to **Admin > Ticket Structure > Ticket Fields**

.2. Click **New**

.3. Select a **Single-Line Text Box** or **Multi-Line Text Box** depending on how long a description you want agents to enter (or you could create a multiple-choice field using **Select Field**)

.4. You don't want users to see this field on the portal, so select **Agent only field**

.5. Select **Require the agent to provide a value** and **Only agent validation when the ticket is being resolved**



Add: New Field

Field type

Single-line Text

Title*

Agent Resolution



☒ Enabled

☒ Agent only field

Hide field from users, only agents will be able to see and edit this field.

Agents Form ?

- ☐ IT Support
- ☐ Complaints
- ☐ HR
- ☐ Finance
- ☐ Training Booking

Description

Reference Alias ?

Default value

☐ Make links clickable

User validation

No user validation



Agent Validation

Require agent to provide value



Min. characters

1

Max. characters

☒ Enable agent validation when the ticket is being resolved

Click **Create** and head to **Admin > Ticket Structure > .6**
Departments if you would like this to only appear on tickets for
.certain departments