

<u> Pusing Deskpro > Admin > How do I change the fields on the ticket form < قاعدة المعلومات</u>

?How do I change the fields on the ticket form

Admin - (٠) تعليقات - Eloise Rea - 2023-09-19

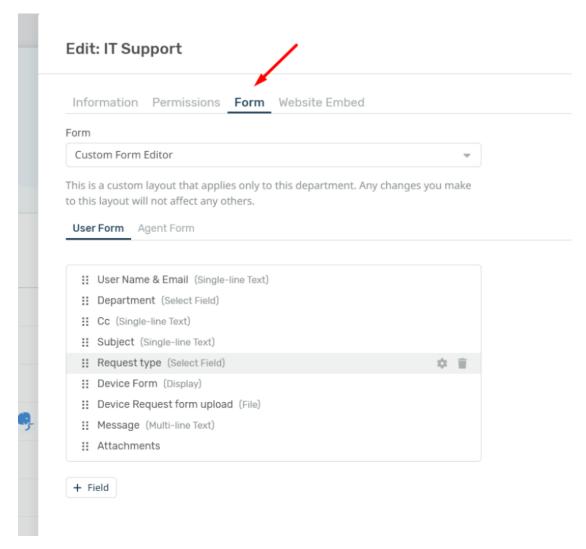
:Question

?How can I change the fields displayed when a user submits a ticket from the portal

:Answer

You can add and configure ticket fields from Admin > Ticket Structure > Ticket Fields

Then you edit the form under **Ticket Structure > Departments** using the **Form** tab. This function is in the **Departments** section because each department can have its own form. This means you can request different information for a support ticket and a sales ticket



Note that you use this screen to re-arrange the order of the form. There is also a separate tab for both the User

.and Agent form

. For more details, see $\underline{\mbox{Department Forms}}$ in the admin guide