

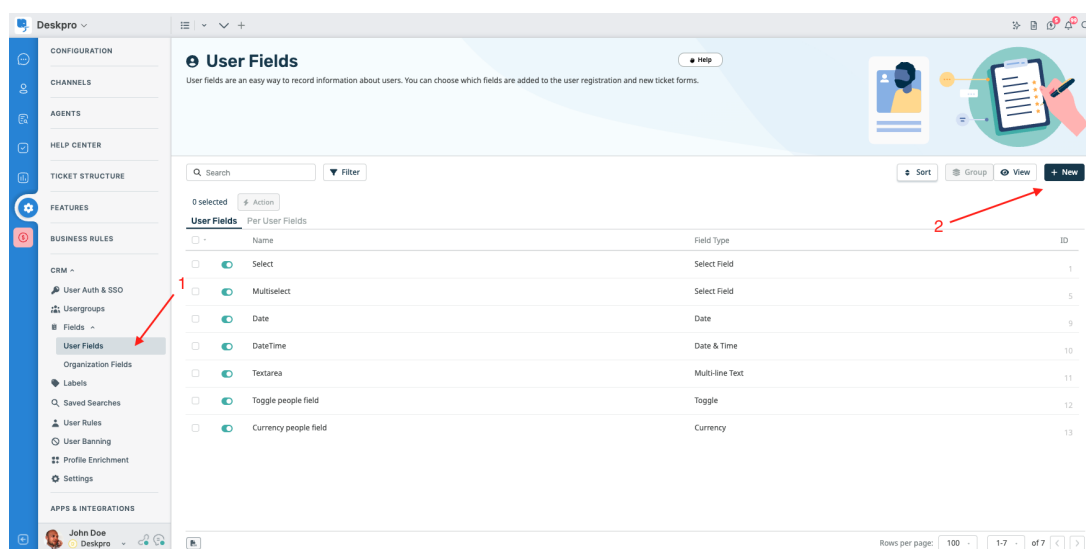
?How do I set up a new user registration form

Ticket Structure - تعليقات () - Manu Marquez - 2023-09-08

Some organizations need new users to complete a form to provide information, agree to .network policies, etc

This article explains how you can implement this in Deskpro so that users can submit a ticket form and all the information is added directly to their profiles. We'll also demonstrate .how to embed a form to collect information from new users

.Go to **Admin > CRM > Fields > User Fields**. Click "New" to create a new Custom Field .1



The screenshot shows the Deskpro Admin interface. On the left sidebar, under the 'CRM' section, 'User Fields' is highlighted with a red arrow labeled '1'. The main content area is titled 'User Fields' and contains a table of fields. A red arrow labeled '2' points to the 'New' button in the top right corner of the table.

Field Type	Name	ID
Select Field	Select	1
Select Field	Multiselect	5
Date	Date	9
Date & Time	DateTime	10
Multi-line Text	Textarea	11
Toggle	Toggle people field	12
Currency	Currency people field	13

Choose a field from the list provided, and click **Configure Field**. For this example, we are .going to use a toggle to record that the user agreed to your network policy

on and new ticket forms.

Help

Field Type

Select Field

Select Field

Date

Date & Time

Multi-line Text

Toggle

Currency

Add: New Field

☐ Single-line Text

A single-line input box that the user can type into.

☐ Number

Allows users to enter a numeric value.

☐ Multi-line Text

A multi-line input box that the user can type into.

☐ Select Field

Present predefined options to user as a drop-down, radio button or checkbox menu.

☒ Toggle

This field displays as a single checkbox.

☐ Date

Date Field lets user select a date using the calendar widget.

☐ Date & Time

Date & Time field lets user select a date & time using the calendar widget.

☐ Display

This field does not take input, instead displays the HTML entered by you the administrator.

☐ Hidden

This is a hidden field in the new-ticket form with no visible UI for a user to interact with. The value can come from a cookie or a query string parameter, or you can use custom Javascript in your templates to set the field dynamically. The field is still editable in the agent interface via a text box.

☐ URL

Configure Field

During the field configuration, you will be able to set up Title, Description, and User .Validation amongst other values

Add: New Ticket Department

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)

Message (Multi-line Text)

Attachments

+ Field

I agree

User Fields

I agree to your Network Policy

CreateCancel

To make it easy for users to find the form, you can embed it on its own page on your .5 .website/intranet. Select the **Website Embed** tab, and add the code to your site

Add: New Ticket Department

InformationPermissionsFormWebsite Embed

Website Embeds are code snippets you can copy directly into your website to quickly add a Deskpro contact form to any page.

Brand*

Default

Department

None

Language

English

Width

500

px

</> Generate Code

Embedded Form

<!--DESKPRO_EMBED_LOADER::BEGIN-->
<div id="deskpro_embed_form_container"></div>
<script type="text/javascript">
window.DESKPRO_EMBED_OPTIONS = {
 "helpdeskUrl": "https://5065-2a02-c7c-6b10-5200-10f1-ac97-dbb0-5795.ngrok-free.app",
 "containerId": "deskpro_embed_form_container",
 "type": "form",
 "language": "en-US",
 "department": 0,
 "hide_department": 0,
 "width": "500"
};
</script>

Create

Cancel

You could set up a trigger so that, if users haven't agreed to the network policy when .6 submitting a ticket to any other department than "New Users", they get an automatic email reminder to fill in the new user form. You'll need to create a new email template for this .reminder

×

Add: New Trigger

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When

the following conditions are met:

Department

▼

is not

▼

N

New Users

×

▼

🗑

+

And

I agree to your Network Policy

▼

Is not set

▼

🗑

+

Or

when the following conditions are met:

Select...

▼

Select...

▼

🗑

+

4 Actions

These actions will apply when all of the criteria pass.

Then

the following actions will run

Send email to user

▼

Templates

Templates

🔍

🔗

Edit temp...

To

Email only ticket owner

▼

From name

Helpdesk name

▼

From email

The account set on the ticket

▼

Add headers

🗑

+

Create

Cancel

مواضيع ذات صلة

- [?How do I add Custom User Fields to Ticket Forms](#) •
- [Creating Effective Custom New Ticket Contact Forms](#) •