

## New Feature: Add Organization Fields to Ticket Forms

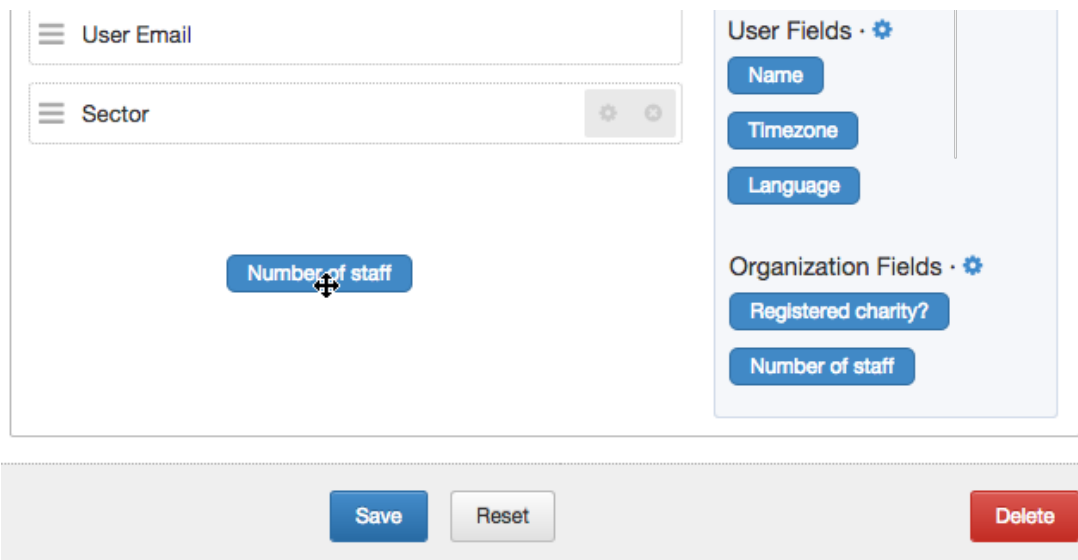
Product - (.) تعليقات - Ben Henley - 2015-05-06

Do you ever need a user to give you information about their organization before you can ?help

You might need to know a site license code, or whether they work for a charity, or maybe .you're trying to collect information about the size of each organization you support

You can store all this information by adding fields to each organization's record in DeskPRO - but on a busy helpdesk, sometimes this important data ends up in ticket messages, or .spread across the records of several users from the same organization

Now you can make it easier to put information in the right place by adding organization .fields to your ticket forms



The screenshot displays the configuration interface for adding organization fields to ticket forms. The main form area contains three fields: 'User Email', 'Sector', and 'Number of staff'. A sidebar on the right lists 'User Fields' (Name, Timezone, Language) and 'Organization Fields' (Registered charity?, Number of staff). At the bottom are 'Save', 'Reset', and 'Delete' buttons.

That means that when you're updating a ticket, you don't need to click away to the org record to add extra information. You just enter the information and it's added to the .relevant org's record

Even better, when users submit a ticket from the portal, they can add or update an org field .((if they're logged in

## Contact Us

Please complete this form and one of our agents will reply to you

**Department \***

**Subject \***

**Sector of your organization ?**

**Registered charity? ?**

Yes

**Number of staff ?**

This feature is available in the latest DeskPRO update. If you're a Cloud customer, we'll be rolling it out to you over the next few days. Download administrators, you can get it now by updating your helpdesk as usual