New Feature: Per-User and Per-Organization Fields

[Product](#) - [تعليقات (.)](#) - Ben Henley - 2014-11-06

DeskPRO already supports custom fields stored about your users. They work fine if you want to record information that can have the same range of values across all your users: their shoe size, or their birthday.

But what if you want a field that has different predefined values for *each* user?

Suppose you sell custom pet accessories, and you want to record which pet a ticket is about. The possible values for User A might be "Fido" and "Tigger", whereas those for User B could be "Shadow" and "Felix". A normal custom field won't work.

Now you can handle this sort of information with **per-user custom fields**. You can create a field that has different possible values for each user and edit them on the user profile.

When your users submit a ticket from the portal, they can select from their own, personalised values, or even update them.

Contact Us

Please complete this form and one of our agents wi

Department *

Subject *

Subject

Pets ⓘ

☐ Shadow
☐ Felix
Add another

What is your question? *

Message

And of course, we've added **per-organization fields** too. You could use them to record buildings in an organization, the server or domain a software problem relates to - whatever information you need to track with different values for each user organization you deal with.

#1 PriceCo ⚙

Add a label

Delete

SUMMARY

MEMBERS ①

Add a person to this organization 🔍

Eve Adam No position set

FILES ⓪   **ADD FILE**

No files.

CONTACT INFORMATION ⚙

PROPERTIES   Cancel   Save

Server

☰ Ravenclaw ⊗
☰ Slytherin ⊗
☰ Hufflepuff ⊗

Enter a title...

Add

Date Created   15¾ hours ago

Our admin manual has [full details](#) of how to use per-user and per-organization fields.