

Hовини > Product > New Feature: Per-User and Per-Organization Fields

New Feature: Per-User and Per-Organization Fields

2014-11-06 - Ben Henley - Коментари (0) - Product

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.

#3 Adam Every (%) Add a label			#4 Eve Adamski ﷺ Add a label		
Create Ticket Merge v Login As User More v			Create Ticket Merge v Login As User More v		
SUMMARY			SUMMARY		
PROPERTIES		Cancel Save	PROPERTIES		Cancel Save
Timezone	UTC	0	Timezone	ОТС	0
	i Fido	Θ		Shadow	8
Pets	Tigger	0	Pets	= Felix	0
	Enter a title	Add		Enter a title	Add

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

Contact Us	Contact Us		
Please complete this form and one of our agents wi	Please complete this form and one of our agents v		
Department *	Department *		
Subject *	Subject *		
Subject	Subject		
Pets [©]	Pets 😡		
□ Shadow	🗆 Fido		
Felix	Tigger		
Add another	Add another		
What is your question? *	What is your question? *		
Message	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	CONTACT INFORMATION		
	PROPERTIES Cancel Save		
	Server		
	Ravenclaw 🕄		
MEMBERS 1	E Slytherin		
Add a person to this organization Q	Hufflepuff O		
FILES ADD FILE	Enter a title		
No files.	Date Created 15% hours ago		

Our admin manual has <u>full details</u> of how to use per-user and per-organization fields.