

Delete a field option without removing it from existing tickets

Collecting Feedback

- SH Steve, Lam Hang
- **Navn på forum:** #Feature Request

Create a third action in the 'Delete Option' pop-up to delete an 'option' without removing it from existing tickets. When deleting an option from a field, there is no option to retain the category in the existing tickets. It should be possible to prevent users and agents from selecting the option for new tickets, while retaining it for existing tickets.

Delete Option

Are you sure you want to delete "Working Remote"?

☒ Delete this option and delete all data
Remove the option and remove the option from all tickets that are currently using the option

☐ Delete this option and update tickets

↶ Cancel

🗑 Delete