How do I change the fields on the ticket form?

Eloise Rea - 2023-09-19 - Kommentare (0) - Admin

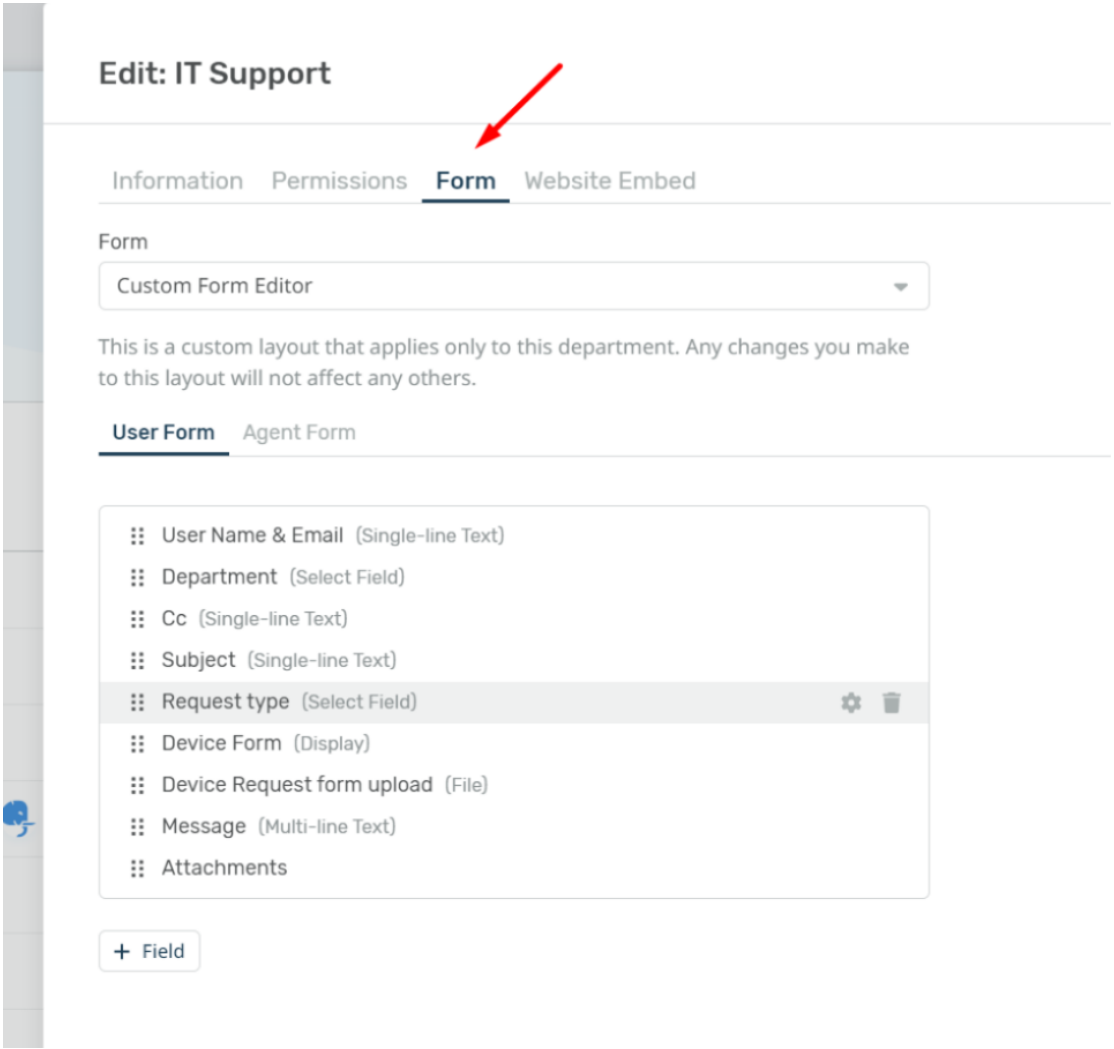
Question:

How can I change the fields displayed when a user submits a ticket from the portal?

Answer:

You can add and configure ticket fields from **Admin > Ticket Structure > Ticket Fields**

Then you edit the form under **Ticket Structure > Departments** using the **Form** tab. This function is in the **Departments** section because each department can have its own form. This means you can request different information for a support ticket and a sales ticket.



Note that you use this screen to re-arrange the order of the form. There is also a separate tab for both the User and Agent form.

For more details, see Department Forms in the admin guide.