

How do I change the fields on the ticket form?

Ben Henley - 2023-09-19 - Comments (0) - Deskpro Legacy

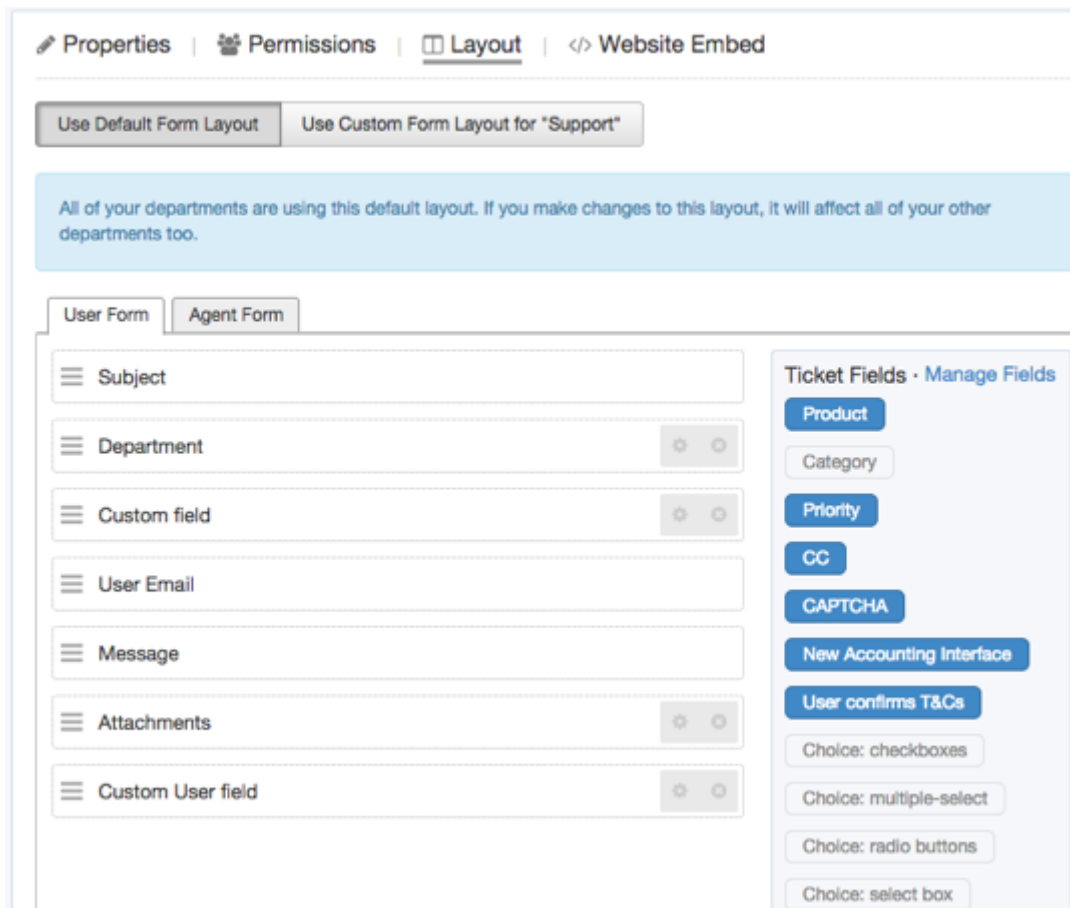
Question:

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 > Tickets > Fields**.

Then you edit the form under **Tickets > Departments** using the **Layout** tab. This function is in the **Departments** section because each department can have its own form layout; you can request different information for a support ticket and a sales ticket, for example.



The screenshot displays the 'Layout' configuration page for a ticket form. At the top, there are navigation tabs: 'Properties', 'Permissions', 'Layout' (selected), and 'Website Embed'. Below these, there are two buttons: 'Use Default Form Layout' and 'Use Custom Form Layout for "Support"'. A blue informational box states: 'All of your departments are using this default layout. If you make changes to this layout, it will affect all of your other departments too.' Below this, there are two tabs: 'User Form' (selected) and 'Agent Form'. The main area shows a list of fields for the 'User Form' with a hamburger menu icon on the left and a settings icon on the right. The fields are: Subject, Department, Custom field, User Email, Message, Attachments, and Custom User field. To the right, there is a 'Ticket Fields - Manage Fields' panel with a list of fields: Product, Category, Priority, CC, CAPTCHA, New Accounting Interface, User confirms T&Cs, Choice: checkboxes, Choice: multiple-select, Choice: radio buttons, and Choice: select box.

You can also add user fields to the ticket form. Add and configure them in **CRM > Fields > Users**.

Note that you use this screen to customize the form that agents use to create a ticket within the agent interface - you can request different information from users and agents.

For more details, see [Ticket form layouts](#) in the admin manual.