How do I find the ID number of a Deskpro field or other item?

Jake Biddell - 2023-08-29 - Comments (0) - Reports

Sometimes you'll need to look up the ID number of a helpdesk item, such as a field you have created. You may need to know an ID when making custom reports or interpreting ticket logs.

To do this, go to the area of the admin interface where the type of content you want is managed. For example, if you need the ID of a Custom Ticket Field, go to **Ticket Structure > Ticket Fields**.

Click the **View** button and make sure the **ID** toggle is on.
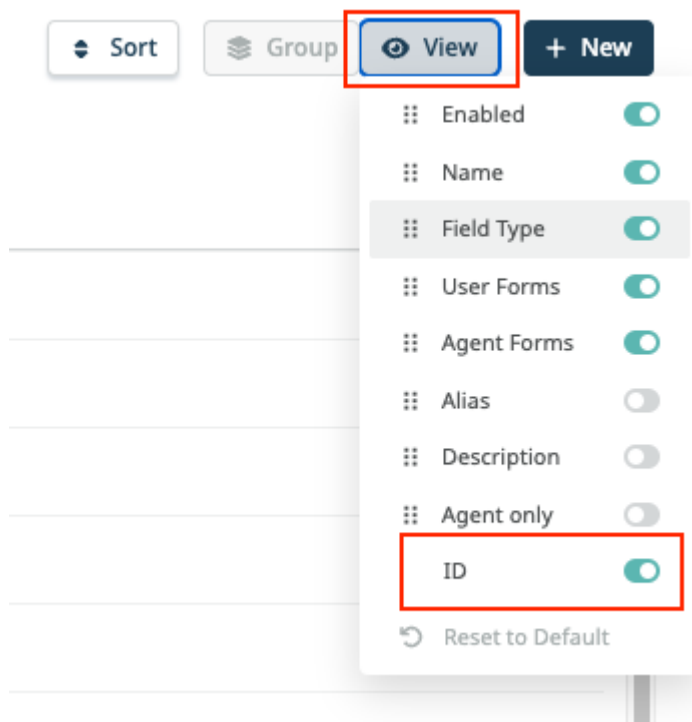
The **ID** will be visible on the right-hand side of the table.

Ticket Fields

Ticket fields are an easy and flexible way to add information to tickets. Set a field to be visible to agents only or add it to the new ticket form on the Help Center.

		Name	Field Type	User Forms	Agent Forms	ID
		Request type	Select Field	IT Support	IT Support	1
		Business Area	Select Field		IT Support	11
		Start Date	Date			18
		Joiner Name	Single-line Text		IT Support	19
		Priority	Select Field	Complaints	Complaints, IT Support	49
		What are you hoping to get in touch a...	Select Field	Default	Default, Finance	61
		Account Number	Number	Default, Finance	Default, Complaints, IT Support, Finance	71
		What is your complaint regarding?	Select Field	Complaints	Complaints	72
		Supporting Documentation	File			81

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For some items such as Statuses, you may need to select the item, and the ID will then be visible in the top right-hand corner of the menu:

Edit: Awaiting User

id: awaiting_user

The Awaiting User status means the ticket is waiting for the user to reply

Ticket count

29

After ticket has been awaiting user for   1   weeks

Send the user an email when they have left their ticket open for some time. Typically these are alerts to tell the user to reply to their tickets, but you can also perform other actions.

Then the following actions will run

Send email to user

Templates	Ticket Awaiting Warning	Edit temp...
To	Email only ticket owner	
From name	Helpdesk name	
From email	The account set on the ticket	

Add headers