

Messenger Widget Options

Matthew Wray - 2023-09-20 - Comments (0) - Channels

Below you can see an output of the options you are able to overwrite when you embed the Messenger widget on your own Website.

This article should be used as reference alongside [this article](#) which gives worked examples of overwrites you may want to use:

```
{  
  
  "embed": {  
  
    "showOnPortal": true,  
  
    "authorizeDomains": ""  
  
  },  
  
  "chat": {  
  
    "enabled": true,  
  
    "timeout": 90,  
  
    "noAnswerBehavior": "save_ticket",  
  
    "department": 3,  
  
    "ticketDefaults": {  
  
      "department": 1,  
  
      "subject": "Missed chat from {name}",  
  
      "subjectType": "setSubject"  
  
    },  
  
  },  
  
}
```

```
"preChatForm": [  
  
  {  
  
    "department": 0,  
  
    "fields": [  
  
      {  
  
        "field_type": "text",  
  
        "field_id": "name",  
  
        "required": "",  
  
        "data": {  
  
          "title": "Name"  
  
        }  
  
      },  
  
      {  
  
        "field_type": "email",  
  
        "field_id": "email",  
  
        "required": "",  
  
        "data": {  
  
          "title": "Email"  
  
        }  
  
      },  
  
      {
```

```
        "field_type": "department",
        "field_id": "chat_department",
        "is_hidden": false,
        "required": true
    }
]
}
],
"usergroups": [
    1,
    2,
    5,
    6,
    7
],
"options": {
    "showAgentPhotos": false
},
"formMessageEnabled": false,
"uploadTo": "http://deskpro-dev/api/messenger/service/blob"
},
```

```
"tickets": {  
  
  "enabled": true,  
  
  "subjectOption": "user",  
  
  "subject": "Ticket from {name}",  
  
  "department": 1,  
  
  "departmentOption": "choose",  
  
  "formConfig": [  
  
    {  
  
      "department": 5,  
  
      "fields": [  
  
        {  
  
          "version": 1,  
  
          "field_type": "person",  
  
          "field_id": "person",  
  
          "options": {  
  
            "criteria": null,  
  
            "on_newticket": true,  
  
            "on_viewticket": true,  
  
            "on_viewticket_mode": "always",  
  
            "on_editticket": true  
  
          },  
  
        },  
  
      ],  
  
    },  
  
  ],  
  
}
```

```
"required": true

},

{

  "version": 1,

  "field_type": "department",

  "field_id": "department",

  "options": {

    "criteria": null,

    "on_newticket": true,

    "on_viewticket": true,

    "on_viewticket_mode": "always",

    "on_editticket": true

  },

  "required": true,

  "is_hidden": false

},

{

  "version": 1,

  "field_type": "subject",

  "field_id": "subject",

  "options": {
```

```
    "criteria": null,

    "on_newticket": true,

    "on_viewticket": true,

    "on_viewticket_mode": "always",

    "on_editticket": true

  },

  "required": true,

  "is_hidden": false

},

{

  "version": 1,

  "field_type": "ticket_field",

  "field_id": "ticket_field_5",

  "options": {

    "criteria": null,

    "on_newticket": true,

    "on_viewticket": true,

    "on_viewticket_mode": "always",

    "on_editticket": true

  },

  "required": false,
```

```
"data": {  
  
  "id": 5,  
  
  "title": "Widget Type",  
  
  "description": "A custom field",  
  
  "options": {  
  
    "default_value": "officia"  
  
  },  
  
  "is_user_enabled": true,  
  
  "is_enabled": true,  
  
  "display_order": 5,  
  
  "is_agent_field": false,  
  
  "choices": [],  
  
  "default_value": "officia",  
  
  "widget_type": "text",  
  
  "type_name": "text",  
  
  "translations": {  
  
    "1": {  
  
      "language": 1,  
  
      "title": "Widget Type",  
  
      "description": "A custom field"  
  
    },  
  
  },  
  
}
```

```
"2": {  
  
  "language": 2,  
  
  "title": "Widget Type",  
  
  "description": "A custom field"  
  
},  
  
"3": {  
  
  "language": 3,  
  
  "title": "Widget Type",  
  
  "description": "A custom field"  
  
},  
  
"4": {  
  
  "language": 4,  
  
  "title": "Widget Type",  
  
  "description": "A custom field"  
  
},  
  
"5": {  
  
  "language": 5,  
  
  "title": "Widget Type",  
  
  "description": "A custom field"  
  
},  
  
"6": {
```



```
        "language": 6,

        "title": "Widget Type",

        "description": "A custom field"

    }

},

    "aliases": []

}

},

{

    "version": 1,

    "field_type": "ticket_field",

    "field_id": "ticket_field_6",

    "options": {

        "criteria": null,

        "on_newticket": true,

        "on_viewticket": true,

        "on_viewticket_mode": "always",

        "on_editticket": true

    },

    "required": false,

    "data": {
```

```
"id": 6,

"title": "Widget Description",

"description": "A custom field",

"options": {

    "default_value": "Et molestiae aperiam placeat. Aut
amet optio animi facere ullam. Explicabo consequuntur sit nemo.
Sapiente vero nihil nostrum omnis aspernatur velit. Mollitia dolores
alias asperiores autem."

},

"is_user_enabled": true,

"is_enabled": true,

"display_order": 6,

"is_agent_field": false,

"choices": [],

"default_value": "Et molestiae aperiam placeat. Aut
amet optio animi facere ullam. Explicabo consequuntur sit nemo.
Sapiente vero nihil nostrum omnis aspernatur velit. Mollitia dolores
alias asperiores autem.",

"widget_type": "textarea",

"type_name": "textarea",

"translations": {

    "1": {

        "language": 1,

        "title": "Widget Description",
```

```
    "description": "A custom field"
  },
  "2": {
    "language": 2,
    "title": "Widget Description",
    "description": "A custom field"
  },
  "3": {
    "language": 3,
    "title": "Widget Description",
    "description": "A custom field"
  },
  "4": {
    "language": 4,
    "title": "Widget Description",
    "description": "A custom field"
  },
  "5": {
    "language": 5,
    "title": "Widget Description",
    "description": "A custom field"
```

```
    },  
  
    "6": {  
  
        "language": 6,  
  
        "title": "Widget Description",  
  
        "description": "A custom field"  
  
    }  
  
    },  
  
    "aliases": []  
  
    }  
  
    },  
  
    {  
  
        "version": 1,  
  
        "field_type": "ticket_field",  
  
        "field_id": "ticket_field_7",  
  
        "options": {  
  
            "criteria": null,  
  
            "on_newticket": true,  
  
            "on_viewticket": true,  
  
            "on_viewticket_mode": "always",  
  
            "on_editticket": true  
  
        },  
  
    },
```

```
"required": false,

"data": {

  "id": 7,

  "title": "Desired Sizes",

  "description": "A custom field",

  "options": {

    "multiple": true,

    "expanded": true

  },

  "is_user_enabled": true,

  "is_enabled": true,

  "display_order": 7,

  "is_agent_field": false,

  "choices": [

    {

      "id": 8,

      "title": "Small",

      "is_selectable": true

    },

    {

      "id": 9,
```

```
        "title": "Medium",

        "is_selectable": true

    },

    {

        "id": 10,

        "title": "Large",

        "is_selectable": true

    }

],

"default_value": [

    10

],

"widget_type": "checkbox",

"type_name": "checkbox",

"translations": {

    "1": {

        "language": 1,

        "title": "Desired Sizes",

        "description": "A custom field"

    },

    "2": {
```

```
"language": 2,  
  
"title": "Desired Sizes",  
  
"description": "A custom field"  
  
},  
  
"3": {  
  
"language": 3,  
  
"title": "Desired Sizes",  
  
"description": "A custom field"  
  
},  
  
"4": {  
  
"language": 4,  
  
"title": "Desired Sizes",  
  
"description": "A custom field"  
  
},  
  
"5": {  
  
"language": 5,  
  
"title": "Desired Sizes",  
  
"description": "A custom field"  
  
},  
  
"6": {  
  
"language": 6,
```

```
        "title": "Desired Sizes",
        "description": "A custom field"
    }
},
    "aliases": []
}
},
{
    "version": 1,
    "field_type": "ticket_field",
    "field_id": "ticket_field_11",
    "options": {
        "criteria": null,
        "on_newticket": true,
        "on_viewticket": true,
        "on_viewticket_mode": "always",
        "on_editticket": true
    },
    "required": false,
    "data": {
        "id": 11,
```



```
"title": "Manufacture Date",

"description": "A custom field",

"options": [],

"is_user_enabled": true,

"is_enabled": true,

"display_order": 11,

"is_agent_field": false,

"choices": [],

"widget_type": "date",

"type_name": "date",

"translations": {

  "1": {

    "language": 1,

    "title": "Manufacture Date",

    "description": "A custom field"

  },

  "2": {

    "language": 2,

    "title": "Manufacture Date",

    "description": "A custom field"

  },
```

```
"3": {  
  
  "language": 3,  
  
  "title": "Manufacture Date",  
  
  "description": "A custom field"  
  
},  
  
"4": {  
  
  "language": 4,  
  
  "title": "Manufacture Date",  
  
  "description": "A custom field"  
  
},  
  
"5": {  
  
  "language": 5,  
  
  "title": "Manufacture Date",  
  
  "description": "A custom field"  
  
},  
  
"6": {  
  
  "language": 6,  
  
  "title": "Manufacture Date",  
  
  "description": "A custom field"  
  
}  
  
},
```

```
    "aliases": []  
  }  
},  
{  
  "version": 1,  
  "field_type": "message",  
  "field_id": "message",  
  "options": {  
    "criteria": null,  
    "on_newticket": true,  
    "on_viewticket": true,  
    "on_viewticket_mode": "always",  
    "on_editticket": true  
  },  
  "required": true  
},  
{  
  "version": 1,  
  "field_type": "attachments",  
  "field_id": "attachments",  
  "options": {
```

```
        "criteria": null,

        "on_newticket": true,

        "on_viewticket": true,

        "on_viewticket_mode": "always",

        "on_editticket": true

    },

    "required": false

}

]

},

{

    "department": 7,

    "fields": [

        {

            "version": 1,

            "field_type": "person",

            "field_id": "person",

            "options": {

                "criteria": null,

                "on_newticket": true,

                "on_viewticket": true,
```

```
    "on_viewticket_mode": "always",

    "on_editticket": true

  },

  "required": true

},

{

  "version": 1,

  "field_type": "department",

  "field_id": "department",

  "options": {

    "criteria": null,

    "on_newticket": true,

    "on_viewticket": true,

    "on_viewticket_mode": "always",

    "on_editticket": true

  },

  "required": true,

  "is_hidden": false

},

{

  "version": 1,
```

```
"field_type": "subject",

"field_id": "subject",

"options": {

    "criteria": null,

    "on_newticket": true,

    "on_viewticket": true,

    "on_viewticket_mode": "always",

    "on_editticket": true

},

"required": true,

"is_hidden": false

},

{

"version": 1,

"field_type": "ticket_field",

"field_id": "ticket_field_12",

"options": {

    "criteria": null,

    "on_newticket": true,

    "on_viewticket": true,

    "on_viewticket_mode": "always",
```

```
    "on_editticket": true

  },

  "required": false,

  "data": {

    "id": 12,

    "title": "Reason for Complaint",

    "description": "A custom field",

    "options": {

      "multiple": false,

      "expanded": true

    },

    "is_user_enabled": true,

    "is_enabled": true,

    "display_order": 12,

    "is_agent_field": false,

    "choices": [

      {

        "id": 13,

        "title": "Nuisance",

        "is_selectable": true

      },
```

```
{
  "id": 14,
  "title": "Dangerous",
  "is_selectable": true
},
{
  "id": 15,
  "title": "Smelly",
  "is_selectable": true
},
{
  "id": 16,
  "title": "Ugly",
  "is_selectable": true
},
{
  "id": 17,
  "title": "Mean",
  "is_selectable": true
},
{
```



```
        "id": 18,

        "title": "Other",

        "is_selectable": true

    }

],

"default_value": 18,

"widget_type": "radio",

"type_name": "radio",

"translations": {

    "1": {

        "language": 1,

        "title": "Reason for Complaint",

        "description": "A custom field"

    },

    "2": {

        "language": 2,

        "title": "Reason for Complaint",

        "description": "A custom field"

    },

    "3": {

        "language": 3,
```

```
        "title": "Reason for Complaint",
        "description": "A custom field"
    },
    "4": {
        "language": 4,
        "title": "Reason for Complaint",
        "description": "A custom field"
    },
    "5": {
        "language": 5,
        "title": "Reason for Complaint",
        "description": "A custom field"
    },
    "6": {
        "language": 6,
        "title": "Reason for Complaint",
        "description": "A custom field"
    }
},
"aliases": []
}
```

```
},  
  
{  
  
  "version": 1,  
  
  "field_type": "ticket_field",  
  
  "field_id": "ticket_field_19",  
  
  "options": {  
  
    "criteria": null,  
  
    "on_newticket": true,  
  
    "on_viewticket": true,  
  
    "on_viewticket_mode": "always",  
  
    "on_editticket": true  
  
  },  
  
  "required": false,  
  
  "data": {  
  
    "id": 19,  
  
    "title": "Suggested Actions",  
  
    "description": "A custom field",  
  
    "options": {  
  
      "multiple": true  
  
    },  
  
    "is_user_enabled": true,  
  
  },  
  
}
```

```
"is_enabled": true,

"display_order": 19,

"is_agent_field": false,

"choices": [

  {

    "id": 20,

    "title": "Eviction",

    "is_selectable": true

  },

  {

    "id": 21,

    "title": "Shun",

    "is_selectable": true

  },

  {

    "id": 22,

    "title": "Fire them off to the moon",

    "is_selectable": true

  },

  {

    "id": 23,
```

```
        "title": "Strongly worded letter",

        "is_selectable": true

    }

],

"default_value": [

    23

],

"widget_type": "multichoice",

"type_name": "multichoice",

"translations": {

    "1": {

        "language": 1,

        "title": "Suggested Actions",

        "description": "A custom field"

    },

    "2": {

        "language": 2,

        "title": "Suggested Actions",

        "description": "A custom field"

    },

    "3": {
```

```
    "language": 3,

    "title": "Suggested Actions",

    "description": "A custom field"

  },

  "4": {

    "language": 4,

    "title": "Suggested Actions",

    "description": "A custom field"

  },

  "5": {

    "language": 5,

    "title": "Suggested Actions",

    "description": "A custom field"

  },

  "6": {

    "language": 6,

    "title": "Suggested Actions",

    "description": "A custom field"

  }

},

"aliases": []
```

```
    }  
  },  
  {  
    "version": 1,  
    "field_type": "message",  
    "field_id": "message",  
    "options": {  
      "criteria": null,  
      "on_newticket": true,  
      "on_viewticket": true,  
      "on_viewticket_mode": "always",  
      "on_editticket": true  
    },  
    "required": true  
  },  
  {  
    "version": 1,  
    "field_type": "attachments",  
    "field_id": "attachments",  
    "options": {  
      "criteria": null,
```

```
        "on_newticket": true,

        "on_viewticket": true,

        "on_viewticket_mode": "always",

        "on_editticket": true

    },

    "required": false

}

]

},

{

    "department": 8,

    "fields": [

        {

            "version": 1,

            "field_type": "person",

            "field_id": "person",

            "options": {

                "criteria": null,

                "on_newticket": true,

                "on_viewticket": true,

                "on_viewticket_mode": "always",
```



```
        "on_editticket": true
    },
    "required": true
},
{
    "version": 1,
    "field_type": "department",
    "field_id": "department",
    "options": {
        "criteria": null,
        "on_newticket": true,
        "on_viewticket": true,
        "on_viewticket_mode": "always",
        "on_editticket": true
    },
    "required": true,
    "is_hidden": false
},
{
    "version": 1,
    "field_type": "subject",
```

```
"field_id": "subject",

"options": {

  "criteria": null,

  "on_newticket": true,

  "on_viewticket": true,

  "on_viewticket_mode": "always",

  "on_editticket": true

},

"required": true,

"is_hidden": false

},

{

"version": 1,

"field_type": "ticket_field",

"field_id": "ticket_field_12",

"options": {

  "criteria": null,

  "on_newticket": true,

  "on_viewticket": true,

  "on_viewticket_mode": "always",

  "on_editticket": true
```

```
},  
  
"required": false,  
  
"data": {  
  
  "id": 12,  
  
  "title": "Reason for Complaint",  
  
  "description": "A custom field",  
  
  "options": {  
  
    "multiple": false,  
  
    "expanded": true  
  
  },  
  
  "is_user_enabled": true,  
  
  "is_enabled": true,  
  
  "display_order": 12,  
  
  "is_agent_field": false,  
  
  "choices": [  
  
    {  
  
      "id": 13,  
  
      "title": "Nuisance",  
  
      "is_selectable": true  
  
    },  
  
    {
```

```
"id": 14,  
  
"title": "Dangerous",  
  
"is_selectable": true  
  
},  
  
{  
  
"id": 15,  
  
"title": "Smelly",  
  
"is_selectable": true  
  
},  
  
{  
  
"id": 16,  
  
"title": "Ugly",  
  
"is_selectable": true  
  
},  
  
{  
  
"id": 17,  
  
"title": "Mean",  
  
"is_selectable": true  
  
},  
  
{  
  
"id": 18,
```

```
        "title": "Other",

        "is_selectable": true

    }

],

"default_value": 18,

"widget_type": "radio",

"type_name": "radio",

"translations": {

    "1": {

        "language": 1,

        "title": "Reason for Complaint",

        "description": "A custom field"

    },

    "2": {

        "language": 2,

        "title": "Reason for Complaint",

        "description": "A custom field"

    },

    "3": {

        "language": 3,

        "title": "Reason for Complaint",
```

```
        "description": "A custom field"
    },
    "4": {
        "language": 4,
        "title": "Reason for Complaint",
        "description": "A custom field"
    },
    "5": {
        "language": 5,
        "title": "Reason for Complaint",
        "description": "A custom field"
    },
    "6": {
        "language": 6,
        "title": "Reason for Complaint",
        "description": "A custom field"
    }
},
"aliases": []
}
},
```

```
{  
  
  "version": 1,  
  
  "field_type": "ticket_field",  
  
  "field_id": "ticket_field_19",  
  
  "options": {  
  
    "criteria": null,  
  
    "on_newticket": true,  
  
    "on_viewticket": true,  
  
    "on_viewticket_mode": "always",  
  
    "on_editticket": true  
  
  },  
  
  "required": false,  
  
  "data": {  
  
    "id": 19,  
  
    "title": "Suggested Actions",  
  
    "description": "A custom field",  
  
    "options": {  
  
      "multiple": true  
  
    },  
  
    "is_user_enabled": true,  
  
    "is_enabled": true,  

```

```
"display_order": 19,

"is_agent_field": false,

"choices": [

  {

    "id": 20,

    "title": "Eviction",

    "is_selectable": true

  },

  {

    "id": 21,

    "title": "Shun",

    "is_selectable": true

  },

  {

    "id": 22,

    "title": "Fire them off to the moon",

    "is_selectable": true

  },

  {

    "id": 23,

    "title": "Strongly worded letter",
```



```
        "is_selectable": true
    }
],
"default_value": [
    23
],
"widget_type": "multichoice",
"type_name": "multichoice",
"translations": {
    "1": {
        "language": 1,
        "title": "Suggested Actions",
        "description": "A custom field"
    },
    "2": {
        "language": 2,
        "title": "Suggested Actions",
        "description": "A custom field"
    },
    "3": {
        "language": 3,
```

```
    "title": "Suggested Actions",
    "description": "A custom field"
  },
  "4": {
    "language": 4,
    "title": "Suggested Actions",
    "description": "A custom field"
  },
  "5": {
    "language": 5,
    "title": "Suggested Actions",
    "description": "A custom field"
  },
  "6": {
    "language": 6,
    "title": "Suggested Actions",
    "description": "A custom field"
  }
},
"aliases": []
}
```

```
},  
  
{  
  
  "version": 1,  
  
  "field_type": "message",  
  
  "field_id": "message",  
  
  "options": {  
  
    "criteria": null,  
  
    "on_newticket": true,  
  
    "on_viewticket": true,  
  
    "on_viewticket_mode": "always",  
  
    "on_editticket": true  
  
  },  
  
  "required": true  
  
},  
  
{  
  
  "version": 1,  
  
  "field_type": "attachments",  
  
  "field_id": "attachments",  
  
  "options": {  
  
    "criteria": null,  
  
    "on_newticket": true,  
  

```

```
        "on_viewticket": true,

        "on_viewticket_mode": "always",

        "on_editticket": true

    },

    "required": false

}

]

},

{

    "department": 9,

    "fields": [

        {

            "version": 1,

            "field_type": "person",

            "field_id": "person",

            "options": {

                "criteria": null,

                "on_newticket": true,

                "on_viewticket": true,

                "on_viewticket_mode": "always",

                "on_editticket": true

            }

        }

    ]

}
```

```
    },  
  
    "required": true  
  },  
  
  {  
  
    "version": 1,  
  
    "field_type": "department",  
  
    "field_id": "department",  
  
    "options": {  
  
      "criteria": null,  
  
      "on_newticket": true,  
  
      "on_viewticket": true,  
  
      "on_viewticket_mode": "always",  
  
      "on_editticket": true  
    },  
  
    "required": true,  
  
    "is_hidden": false  
  },  
  
  {  
  
    "version": 1,  
  
    "field_type": "subject",  
  
    "field_id": "subject",
```

```
"options": {  
  
  "criteria": null,  
  
  "on_newticket": true,  
  
  "on_viewticket": true,  
  
  "on_viewticket_mode": "always",  
  
  "on_editticket": true  
  
},  
  
"required": true,  
  
"is_hidden": false  
  
},  
  
{  
  
  "version": 1,  
  
  "field_type": "ticket_field",  
  
  "field_id": "ticket_field_24",  
  
  "options": {  
  
    "criteria": null,  
  
    "on_newticket": true,  
  
    "on_viewticket": true,  
  
    "on_viewticket_mode": "always",  
  
    "on_editticket": true  
  
  },  
  
},
```

```
"required": false,

"data": {

  "id": 24,

  "title": "Hotdog Kind",

  "description": "A custom field",

  "options": [],

  "is_user_enabled": true,

  "is_enabled": true,

  "display_order": 24,

  "is_agent_field": false,

  "choices": [

    {

      "id": 25,

      "title": "Normal",

      "is_selectable": true

    },

    {

      "id": 26,

      "title": "German",

      "is_selectable": false,

      "children": [
```

```
{
  "id": 28,
  "title": "Extrawurst",
  "is_selectable": true
},
{
  "id": 29,
  "title": "Frankfurter",
  "is_selectable": false,
  "children": [
    {
      "id": 31,
      "title": "W\u00fcrstchen",
      "is_selectable": true
    }
  ]
}
],
{
  "id": 27,
```



```
        "title": "Bratwurst",

        "is_selectable": true

    },

    {

        "id": 30,

        "title": "Rindswurst",

        "is_selectable": true

    },

    {

        "id": 32,

        "title": "Large",

        "is_selectable": true

    }

],

"default_value": 32,

"widget_type": "choice",

"type_name": "choice",

"translations": {

    "1": {

        "language": 1,

        "title": "Hotdog Kind",
```

```
    "description": "A custom field"
  },
  "2": {
    "language": 2,
    "title": "Hotdog Kind",
    "description": "A custom field"
  },
  "3": {
    "language": 3,
    "title": "Hotdog Kind",
    "description": "A custom field"
  },
  "4": {
    "language": 4,
    "title": "Hotdog Kind",
    "description": "A custom field"
  },
  "5": {
    "language": 5,
    "title": "Hotdog Kind",
    "description": "A custom field"
```

```
    },  
  
    "6": {  
  
        "language": 6,  
  
        "title": "Hotdog Kind",  
  
        "description": "A custom field"  
  
    }  
  
    },  
  
    "aliases": []  
  
    }  
  
    },  
  
    {  
  
        "version": 1,  
  
        "field_type": "ticket_field",  
  
        "field_id": "ticket_field_33",  
  
        "options": {  
  
            "criteria": null,  
  
            "on_newticket": true,  
  
            "on_viewticket": true,  
  
            "on_viewticket_mode": "always",  
  
            "on_editticket": true  
  
        },  
  
    },
```

```
"required": false,

"data": {

  "id": 33,

  "title": "Delivery Time",

  "description": "A custom field",

  "options": [],

  "is_user_enabled": true,

  "is_enabled": true,

  "display_order": 33,

  "is_agent_field": false,

  "choices": [],

  "widget_type": "datetime",

  "type_name": "datetime",

  "translations": {

    "1": {

      "language": 1,

      "title": "Delivery Time",

      "description": "A custom field"

    },

    "2": {

      "language": 2,
```

```
    "title": "Delivery Time",
    "description": "A custom field"
  },
  "3": {
    "language": 3,
    "title": "Delivery Time",
    "description": "A custom field"
  },
  "4": {
    "language": 4,
    "title": "Delivery Time",
    "description": "A custom field"
  },
  "5": {
    "language": 5,
    "title": "Delivery Time",
    "description": "A custom field"
  },
  "6": {
    "language": 6,
    "title": "Delivery Time",
```

```
        "description": "A custom field"
    }
},
    "aliases": []
}
},
{
    "version": 1,
    "field_type": "message",
    "field_id": "message",
    "options": {
        "criteria": null,
        "on_newticket": true,
        "on_viewticket": true,
        "on_viewticket_mode": "always",
        "on_editticket": true
    },
    "required": true
},
{
    "version": 1,
```

```
"field_type": "attachments",

"field_id": "attachments",

"options": {

    "criteria": null,

    "on_newticket": true,

    "on_viewticket": true,

    "on_viewticket_mode": "always",

    "on_editticket": true

},

"required": false

}

]

},

{

"department": 0,

"fields": [

    {

        "version": 1,

        "field_type": "person",

        "field_id": "person",

        "options": {
```

```
    "criteria": null,  
  
    "on_newticket": true,  
  
    "on_viewticket": true,  
  
    "on_viewticket_mode": "always",  
  
    "on_editticket": true  
  
  },  
  
  "required": true  
  
},  
  
{  
  
  "version": 1,  
  
  "field_type": "department",  
  
  "field_id": "department",  
  
  "options": {  
  
    "criteria": null,  
  
    "on_newticket": true,  
  
    "on_viewticket": true,  
  
    "on_viewticket_mode": "always",  
  
    "on_editticket": true  
  
  },  
  
  "required": true,  
  
  "is_hidden": false
```



```
},  
  
{  
  
  "version": 1,  
  
  "field_type": "subject",  
  
  "field_id": "subject",  
  
  "options": {  
  
    "criteria": null,  
  
    "on_newticket": true,  
  
    "on_viewticket": true,  
  
    "on_viewticket_mode": "always",  
  
    "on_editticket": true  
  
  },  
  
  "required": true,  
  
  "is_hidden": false  
  
},  
  
{  
  
  "version": 1,  
  
  "field_type": "ticket_field",  
  
  "field_id": "ticket_field_35",  
  
  "options": {  
  
    "criteria": null,
```

```
"on_newticket": true,

"on_viewticket": true,

"on_viewticket_mode": "always",

"on_editticket": true

},

"required": false,

"data": {

  "id": 35,

  "title": "Type of Inquiry",

  "description": "",

  "options": {

    "custom_css_classname": "",

    "multiple": false,

    "expanded": false

  },

  "is_user_enabled": true,

  "is_enabled": true,

  "display_order": 0,

  "is_agent_field": false,

  "choices": [

    {
```

```
    "id": 36,

    "title": "Bug Report",

    "is_selectable": true

  },

  {

    "id": 37,

    "title": "Another one",

    "is_selectable": true

  }

],

"widget_type": "choice",

"type_name": "choice",

"translations": {

  "1": {

    "language": 1,

    "title": "Type of Inquiry",

    "description": ""

  },

  "2": {

    "language": 2,

    "title": "Type of Inquiry",
```

```
    "description": ""
  },
  "3": {
    "language": 3,
    "title": "Type of Inquiry",
    "description": ""
  },
  "4": {
    "language": 4,
    "title": "Type of Inquiry",
    "description": ""
  },
  "5": {
    "language": 5,
    "title": "Type of Inquiry",
    "description": ""
  },
  "6": {
    "language": 6,
    "title": "Type of Inquiry",
    "description": ""
```

```
    }  
  },  
  "aliases": []  
}  
},  
{  
  "version": 1,  
  "field_type": "ticket_field",  
  "field_id": "ticket_field_34",  
  "options": {  
    "criteria": {  
      "version": 1,  
      "mode": "all",  
      "terms": [  
        {  
          "type": "CheckTicketField35",  
          "op": "is",  
          "options": {  
            "value": [  
              36  
            ],  
          }  
        },  
      ],  
    }  
  }  
}
```

```
        "type_name": "choice",

        "field_id": "35"

    }

}

]

},

"on_newticket": true,

"on_viewticket": true,

"on_viewticket_mode": "always",

"on_editticket": true

},

"required": false,

"data": {

    "id": 34,

    "title": "Which operating system are you using?",

    "description": "Please include version number",

    "options": {

        "custom_css_classname": "",

        "clickable_links": ""

    },

    "is_user_enabled": true,
```

```
"is_enabled": true,

"display_order": 0,

"is_agent_field": false,

"choices": [],

"default_value": "",

"widget_type": "text",

"type_name": "text",

"translations": {

  "1": {

    "language": 1,

    "title": "Which operating system are you using?",

    "description": "Please include version number"

  },

  "2": {

    "language": 2,

    "title": "Which operating system are you using?",

    "description": "Please include version number"

  },

  "3": {

    "language": 3,

    "title": "Which operating system are you using?",
```

```
        "description": "Please include version number"
    },
    "4": {
        "language": 4,
        "title": "Which operating system are you using?",
        "description": "Please include version number"
    },
    "5": {
        "language": 5,
        "title": "Which operating system are you using?",
        "description": "Please include version number"
    },
    "6": {
        "language": 6,
        "title": "Which operating system are you using?",
        "description": "Please include version number"
    }
},
"aliases": []
}
},
```



```
{  
  
  "version": 1,  
  
  "field_type": "message",  
  
  "field_id": "message",  
  
  "options": {  
  
    "criteria": null,  
  
    "on_newticket": true,  
  
    "on_viewticket": true,  
  
    "on_viewticket_mode": "always",  
  
    "on_editticket": true  
  
  },  
  
  "required": true  
  
},  
  
{  
  
  "version": 1,  
  
  "field_type": "attachments",  
  
  "field_id": "attachments",  
  
  "options": {  
  
    "criteria": null,  
  
    "on_newticket": true,  
  
    "on_viewticket": true,  
  
  }  
  
}
```

```
        "on_viewticket_mode": "always",

        "on_editticket": true

    },

    "required": false

}

]

}

],

"uploadTo": "http:\\\\deskpro-dev\\api\\messenger\\service\\blob"

},

"proactive": {

    "autoStart": false,

    "autoStartTimeout": 0,

    "autoStartStyle": "avatar-text-button"

},

"widget": {

    "primaryColor": "#3d88f3",

    "backgroundColor": "#f7f7f7",

    "textColor": "#ffffff",

    "position": "right"

},
```

```
"maxFileSize": 2097152,  
  
"kbEnabled": true,  
  
"language": {  
  
  "id": 1,  
  
  "locale": "en-US",  
  
  "version": "1594804777"  
  
}  
  
}
```