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New Feature: Per-User and Per-Organization Fields

2014-11-06 - Ben Henley - [Comments \(0\)](#) - [Product](#)

DeskPRO already supports custom fields stored about your users. They work fine if you want to record information that can have the same range of values across all your users: their shoe size, or their birthday.

But what if you want a field that has different predefined values for *each* user?

Suppose you sell custom pet accessories, and you want to record which pet a ticket is about. The possible values for User A might be "Fido" and "Tigger", whereas those for User B could be "Shadow" and "Felix". A normal custom field won't work.

Now you can handle this sort of information with **per-user custom fields**. You can create a field that has different possible values for each user and edit them on the user profile.

The image shows two side-by-side user profile pages. Each page has a header with a user icon, the user's name and ID (#3 or #4), and a 'Merge' button. Below the header is a 'Create Ticket' button and a 'More' dropdown. The main area is divided into 'SUMMARY' and 'PROPERTIES' sections. In the 'PROPERTIES' section, both users have a 'Timezone' dropdown set to 'UTC'. Under the 'Pets' property, Adam Every has 'Fido' and 'Tigger' listed, while Eve Adamski has 'Shadow' and 'Felix'. Each user profile includes a 'Save' button and a 'Cancel' button.

When your users submit a ticket from the portal, they can select from their own, personalised values, or even update them.

Contact Us

Please complete this form and one of our agents will contact you.

Department *

Subject *

Pets ?

- Shadow
- Felix

[Add another](#)

What is your question? *

Contact Us

Please complete this form and one of our agents will contact you.

Department *

Subject *

Pets ?

- Fido
- Tigger

[Add another](#)

What is your question? *

And of course, we've added **per-organization fields** too. You could use them to record buildings in an organization, the server or domain a software problem relates to - whatever information you need to track with different values for each user organization you deal with.

The screenshot shows a software interface for managing organizations. At the top, it displays the organization name '#1 PriceCo' with a gear icon. Below this is a placeholder text 'Add a label'. A 'Delete' button is located on the left. The interface is divided into several sections: 'SUMMARY' (empty), 'CONTACT INFORMATION' (empty), 'PROPERTIES' (list of servers: Ravenclaw, Slytherin, Hufflepuff), and 'FILES' (empty). The 'PROPERTIES' section includes a 'Cancel' and 'Save' button. The 'CONTACT INFORMATION' section has a 'Server' dropdown with the same three servers listed. The 'SUMMARY' section has a placeholder 'Add a person to this organization' with a search icon. The 'FILES' section has a 'No files.' message. The bottom right shows 'Date Created 15% hours ago'.

Our admin manual has [full details](#) of how to use per-user and per-organization fields.