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Automatically save custom field entries in the agent interface

Finished

- A April
- **Forum name:** #Feature Request

Is it possible that when an agent chooses an option in one of the ticket fields, we no longer need to click on 'Save'? Meaning it should be automatically saved when an agent fills out any of these fields. It's an unnecessary step. Thanks

Comment (1)

Lara Proud
2 years ago

The behavior of saving custom fields has been updated to save automatically, removing the additional step of hitting save after filling out a field on a ticket in the agent interface.