How can I make agents record a solution for each ticket?

Ben Henley - 2023-08-31 - Comentarios (0) - Deskpro Legacy

Question:

I would like to make my agents record how each ticket was resolved. Is there a way to add a compulsory 'Solution' field to Deskpro that is required to resolve a ticket?

Answer:

You can implement this easily using a custom ticket field.

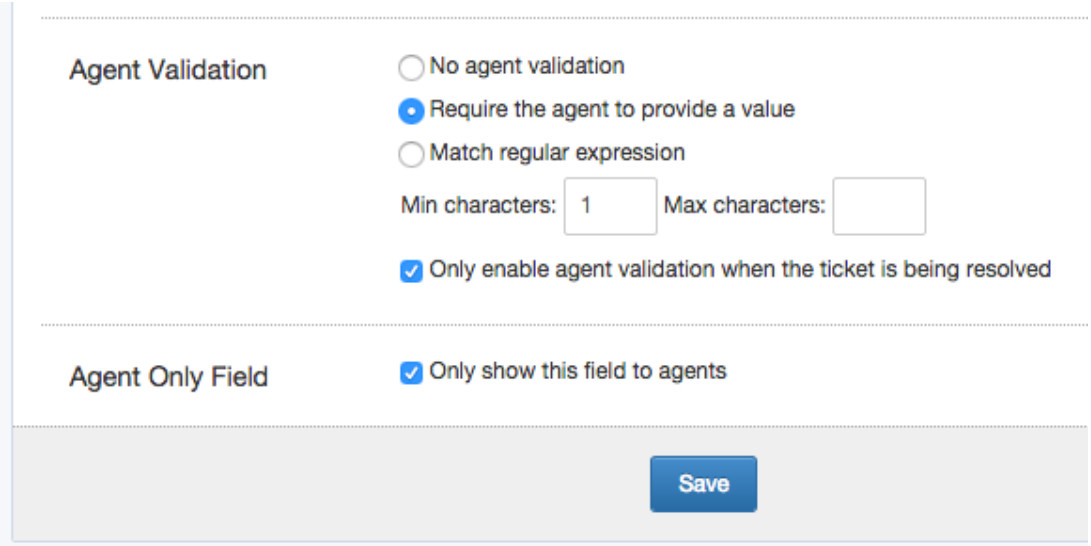
1. Go to **Admin > Tickets > Fields**.

2. Click **Add**.

3. Select a **Single-Line Text Box** or **Multi-Line Text Box** depending on how long a description you want agents to enter (or you could create a multiple-choice field using **Predefined Choices**).

4. Select **Require the agent to provide a value** and **Only agent validation when the ticket is being resolved**.

5. You don't want users to see this field on the portal, so select **Only show this field to agents**.



6. Click **Save** and head to Tickets > Departments > Layout if you would like this to only appear on tickets for certain departments.