

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

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

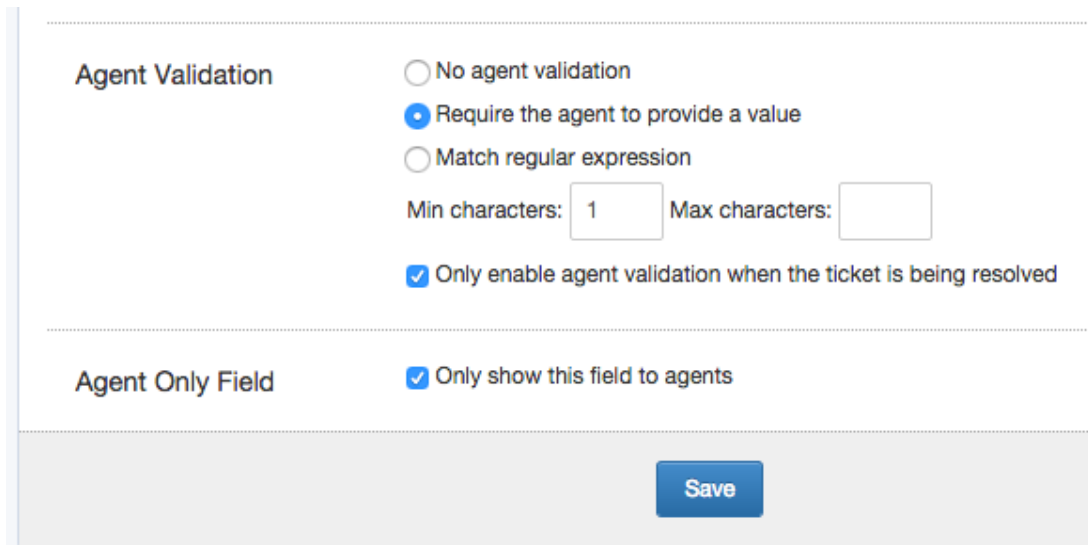
Question:

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**.



The screenshot shows the configuration options for a custom ticket field. It is divided into two sections: 'Agent Validation' and 'Agent Only Field'. In the 'Agent Validation' section, the 'Require the agent to provide a value' option is selected with a radio button. Below it, there are input fields for 'Min characters' (set to 1) and 'Max characters'. The 'Only enable agent validation when the ticket is being resolved' checkbox is also checked. In the 'Agent Only Field' section, the 'Only show this field to agents' checkbox is checked. A blue 'Save' button is located at the bottom right of the configuration area.

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