

Messenger Widget Options

Matthew Wray - 2025-02-10 - Comments (0) - Deskpro Legacy

For context you can read more on how to amend the widget options in [this article](#)

```
{
  "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": "official"

  },

  "is_user_enabled": true,

  "is_enabled": true,

  "display_order": 5,

  "is_agent_field": false,

  "choices": [],

  "default_value": "official",

  "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

},

{
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"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,
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"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,
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"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": {
```

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"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
}
```

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},  
  
{  
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  "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
},
{
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  "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",
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"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,
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"choices": [],

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"type_name": "text",

"translations": {

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    "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"
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}

}