



[Feature Request](#) > [Automatically save custom field entries in the agent interface](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)

Automatically save custom field entries in the agent interface Finished

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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 ماه پیش

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