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Emphasize Ticket Categories/Types Collecting Feedback

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Forum name: #Feature Request •

Currently tickets categories are just an optional field. We have had good experiences with Issue Types in JIRA, so we would like to see a better utilization of categories or ticket types in DeskPRO too.

- 1) Entries in the Category field need to be limited to certain departments. For example Sales should only be able to select Category A and B, while Support can only select B, C and D
- 2) Some entries should only be settable programmatically via the API or Admins
- 3) Based on a category, only certain other fields should be visible in the ticket forms. for example tickets with the category "Defect" should show a field "Severity" while tickets with another category should not.
- 4) Categories should have a SVG or PNG icon, that can be customized. The icon should be shown in all ticket lists and detail views at the beginning of the line, or as a separate column, .so it is easy to distinguish tickets in lists and not have endless lines of text