



[Bug Report](#) > [ticket fields possible issues](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)

ticket fields possible issues Finished

michael Offenbecher •

Forum name: #Bug Report •

p>When you create custom layouts for tickets. Is there a way to have the ticket show up on> the agent side in the same order as it is setup when filling out the ticket. It seems to rearrange the items.

 Also when you add a Multi-Select Box and have multiple choices only one choice shows up to the agent. It also only shows 1 choice to the user after <they submit even though they might have selected 2 choices.</p>

(Comments (۲

Christopher Nadeau

12 سال پیش

The multi-select issues have been resolved for our next build. The layout options on agent ticketview is a limitation at the moment. We'll address this soon in one of the upcoming .builds

Chris Padfield

10 سال پیش

.This is fixed in the current release