

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

Ben Henley - 2023-08-31 - Comment (1) - 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

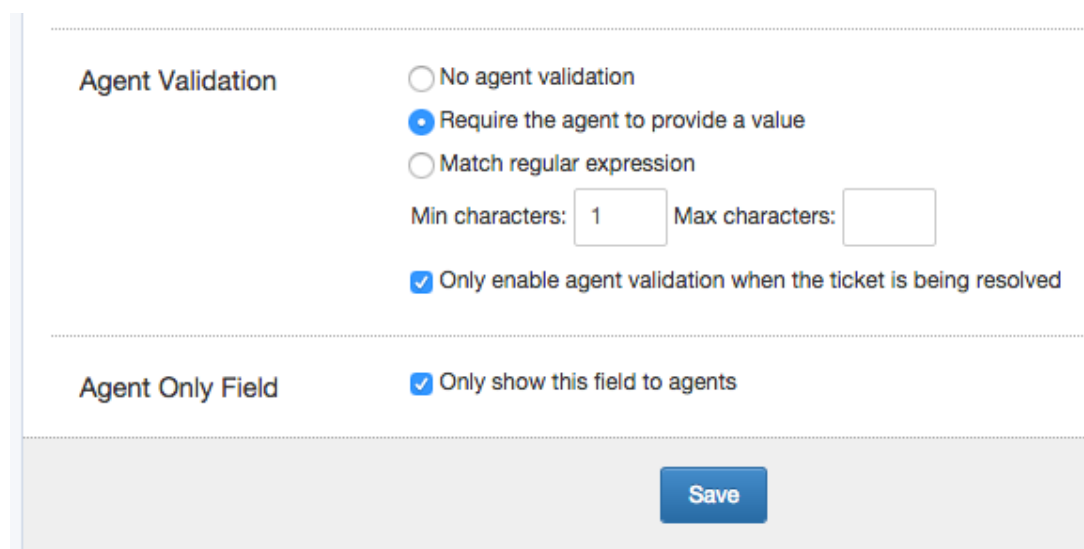
.1 .Go to **Admin > Tickets > Fields**

.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**



Agent Validation

☐ No agent validation

☒ Require the agent to provide a value

☐ Match regular expression

Min characters: Max characters:

☒ Only enable agent validation when the ticket is being resolved

Agent Only Field

☒ Only show this field to agents

Save

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