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## New Feature: Per-User and Per-Organization Fields

2014-11-06 - Ben Henley - [Commentaire \(1\)](#) - [Product](#)

DeskPRO already supports custom fields stored about your users. They work fine if you want to record information that can have the same range of values across all your users: their shoe size, or their birthday.

But what if you want a field that has different predefined values for *each* user?

Suppose you sell custom pet accessories, and you want to record which pet a ticket is about. The possible values for User A might be "Fido" and "Tigger", whereas those for User B could be "Shadow" and "Felix". A normal custom field won't work.

Now you can handle this sort of information with **per-user custom fields**. You can create a field that has different possible values for each user and edit them on the user profile.

The image shows two side-by-side user profile cards. The left card is for user #3, Adam Every, and the right card is for user #4, Eve Adamski. Both cards have a profile picture placeholder, a name, and a gear icon for settings. Below the name is an 'Add a label' button. Underneath are four buttons: 'Create Ticket', 'Merge', 'Login As User', and 'More'. The main content area is divided into 'SUMMARY' and 'PROPERTIES' sections. The 'PROPERTIES' section has a 'Cancel' and 'Save' button. In both profiles, the 'Timezone' is set to 'UTC'. The 'Pets' field is a dropdown menu with a list of predefined values. For Adam Every, the values are 'Fido' and 'Tigger'. For Eve Adamski, the values are 'Shadow' and 'Felix'. Below the dropdown is an 'Enter a title...' input field and an 'Add' button.

When your users submit a ticket from the portal, they can select from their own, personalised values, or even update them.

## Contact Us

Please complete this form and one of our agents will contact you.

**Department \***

**Subject \***

**Pets ?**

Shadow

Felix

[Add another](#)

**What is your question? \***

## Contact Us

Please complete this form and one of our agents will contact you.

**Department \***

**Subject \***

**Pets ?**

Fido

Tigger

[Add another](#)

**What is your question? \***

And of course, we've added **per-organization fields** too. You could use them to record buildings in an organization, the server or domain a software problem relates to - whatever information you need to track with different values for each user organization you deal with.

#1 PriceCo

[Add a label](#)

Delete

**SUMMARY**

**MEMBERS** 1

Add a person to this organization

**Eve Adam** No position set

**FILES** 0 [ADD FILE](#)

No files.

**CONTACT INFORMATION**

**PROPERTIES** [Cancel](#) [Save](#)

Server

- Ravenclaw ×
- Slytherin ×
- Hufflepuff ×

Enter a title...

[Add](#)

Date Created 15¼ hours ago

Our admin manual has [full details](#) of how to use per-user and per-organization fields.