Modify the selected form layouts that a new custom field is added to by default Collecting Feedback

- Christoph Strauss
- **Forum name:** #Feature Request

Currently if you add a new custom field for tickets, all user and agent form layouts are selected by default. If you have lots of different department-specific form layouts, it can be time-consuming deselecting them all.

I propose having an option to select/deselect all, making it easier to modify the selected layouts. It would also be useful to be able to specify which layouts are selected by default.

Comments (2)

Dave Topan

6 years ago

When adding a custom field, it is by default selecting ALL custom layouts as well as the default. This has the opportunity with a mis-click to ruin add pre-setup layouts. Please add a tick box to check or un-check all layouts when creating custom fields.

Dustin J. Albright

5 years ago

When creating a new field the possible layouts that it can be applied to are all selected by default. When you have a large number of layouts and the field only needs to be applied to one or two this can be annoying. It would be great if there was an option to deselect/reselect all.