

How to Embed a Ticket Form on Your Website

Eloise Rea - 2024-09-02 - Comments (0) - Using Deskpro

Embedding a ticket form on your website allows users to submit tickets directly without needing to access the Deskpro Help Center. This guide will walk you through the steps to generate the necessary JavaScript code to add to your website.

Embedding a Ticket Form

1. **Navigate to Departments:** Go to **Ticket Structure > Departments** in the admin interface. Select the department where you want the form to be associated. In the right-hand panel, click on the **Website Embed** tab.

Edit: Support

Information Permissions Form **Website Embed**

Website Embeds are code snippets you can copy directly into your website to quickly add a Deskpro contact form to any page.


Brand*

Department

Language

Width

 px

 Generate Code

2. **Choose Your Brand:** Select the appropriate brand for the form.
3. **Choose Department:** Here you can select whether you want this form to be for one department only or allow the user to choose any department
4. **Set the Form Width:** Specify the width (in pixels) for the form to determine how it will appear on your web page.
5. **Generate the Code:** Click on **Generate Code** to create the JavaScript code required to embed the form.

6. **Embed the Code:** Copy the generated JavaScript code and paste it into your website's HTML where you want the form to appear.

Note

Some website builders may not support the insertion of JavaScript. If you encounter this issue, consider reaching out to your website service provider for support

Customizing Form Placement

You can embed different forms in various sections of your website to better match the needs of your users. For example, you might place a support form in the support section of your site, while embedding a sales form on your product pages.

Customizing form Fields

To create custom ticket fields in Deskpro:

1. Navigate to **Admin > Ticket Structure > Ticket Fields**.
2. Add new fields as needed, specifying their type and options.
3. Configure any dependencies between fields for dynamic forms (e.g., displaying additional fields based on user selections).
4. Save your custom fields.

For more detailed instructions, please see [Creating Effective Custom New Ticket Contact Forms](#)