For the built-in “Product” ticket field, allow “Only enable agent validation when the ticket is being resolved?” Finished

- David Jones
- **Fórum neve:** #Feature Request

For the built-in Product ticket field, is it possible to set the field to Only enable agent validation when the ticket is being resolved?

(1) megjegyzés

Lara Proud

3 hónapja

Hi David, with updates to Deskpro the "Product" field is no longer in-built, however, it can be created through your custom ticket fields (Admin > Ticket Structure > Ticket Fields). It is also possible to enable agent validation only when the ticket is being resolved, you can achieve this by enabling the toggle "Enable agent validation when the ticket is being resolved" option on the ticket field editor.