How do I change the fields on the ticket form?

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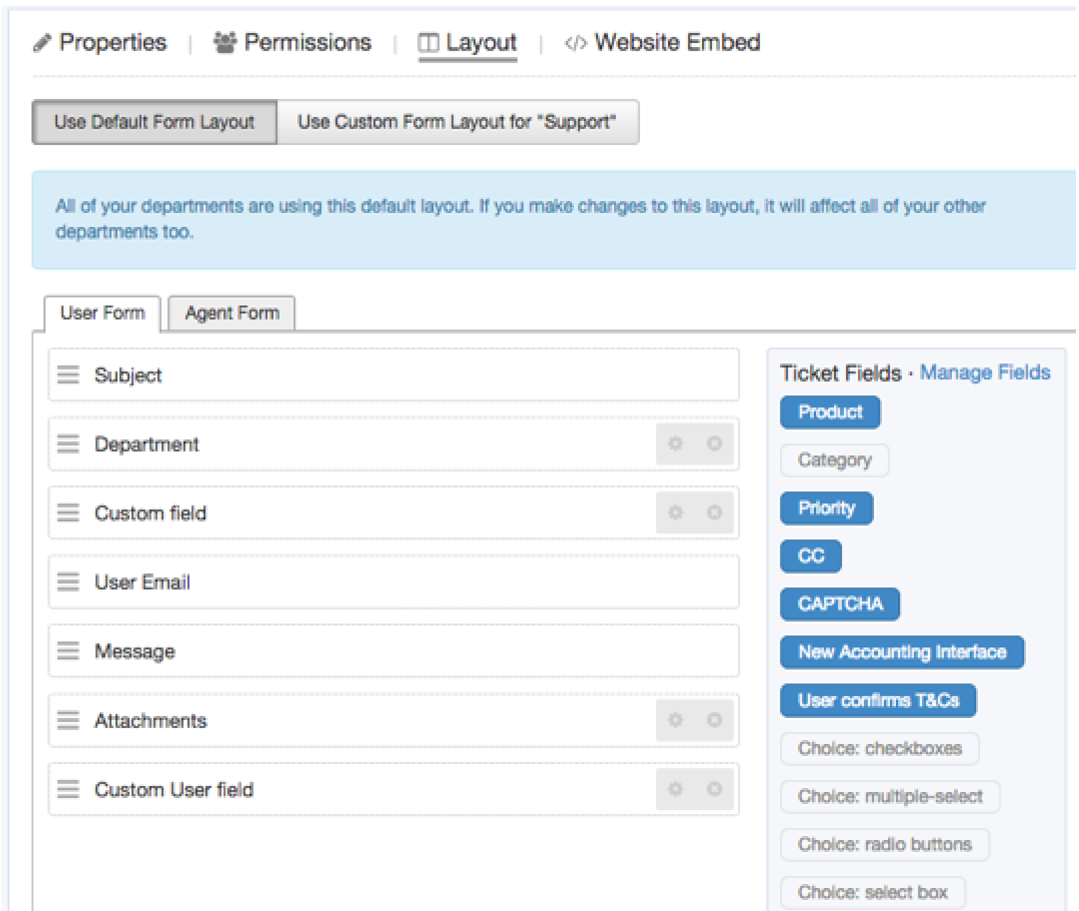
Question:

How can I change the fields displayed when a user submits a ticket from the portal?

Answer:

You can add and configure ticket fields from **Admin > Tickets > Fields**.

Then you edit the form under **Tickets > Departments** using the **Layout** tab. This function is in the **Departments** section because each department can have its own form layout; you can request different information for a support ticket and a sales ticket, for example.



You can also add user fields to the ticket form. Add and configure them in **CRM > Fields > Users**.

Note that you use this screen to customize the form that agents use to create a ticket within the agent interface - you can request different information from users and agents.

For more details, see Ticket form layouts in the admin manual.