Deskpro

Ticket layout editor Finished

- michael Offenbecher
- **Forum name:** #Bug Report

Alternative layouts seems to be broken. When enabling alternative layouts and then selecting the department ticket fields do not change to the new layout.

 Confirmed on multiple browsers and different computers.

Comments (2)

Christopher Nadeau

12 ár síðan

I can't reproduce this on the latest build in Chrome, Firefox 14 or IE 9. Can you give me a sample setup you are seeing this with. Here's what I tried: - Enabled categories, added a new textbox and textarea custom fields - Enabled custom layouts of reach department - Added fields to "Sales" - View /new-ticket (logged in or as a guest), switch to "Sales" and the fields show up. Switch away from "Sales," the fields disappear.

michael Offenbecher

12 ár síðan

I logged in today ran all updates and tried again and everything is now working. I guess this can be closed. Thanks for checking into this.