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How can I make agents record a solution for each ticket?

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Question:

I would like to make my agents record how each ticket was resolved. Is there a way to add a compulsory 'Solution' field to Deskpro that is required to resolve a ticket?

Answer:

You can implement this easily using a custom ticket field.

- 1. Go to **Admin > Ticket Structure > Ticket Fields**.
- 2. Click New.
- 3. Select a **Single-Line Text Box** or **Multi-Line Text Box** depending on how long a description you want agents to enter (or you could create a multiple-choice field using **Select Field**).
- 4. You don't want users to see this field on the portal, so select **Agent** only field.
- 5. Select Require the agent to provide a value and Only agent validation when the ticket is being resolved.

$[\mathbf{x}]$

Add: New Field

Field type	
Single-line Text	
Title*	
Agent Resolution	6
Enabled	
Agent only field Hide field from users, only agents field.	will be able to see and edit this
Agents Form ②	
☐ IT Support	
Complaints	
☐ HR	
Finance	
☐ Training Booking	
Description	
Reference Alias ②	
Default value	
Make links clickable	
User validation	
No user validation	▼
Agent Validation	
Require agent to provide value	▼
Min. characters	Max. characters
1	
 Enable agent validation when the ticket is being resolved 	

6. Click **Create** and head to **Admin > Ticket Structure > Departments** if you would like this to only appear on tickets for certain departments.