How do I add Custom User Fields to Ticket Forms?

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You can add custom user fields to the ticket submission forms on the Help Centre or/and those embedded on your website.

You can use this to collect important user-specific information which will help you solve tickets, and store it on the CRM record of the user for future use.

For example, suppose your agents will need to know a user's account number at your company to solve their ticket. You can add a compulsory 'account number' field to your ticket form to ensure each user submits it.

Since the data from custom fields is stored as part of the user CRM record, if a user submits a second ticket via the web, the account number field will already be prefilled for them.

Here's how to add a custom ticket field, using the example of an account number.

1. Go to **Admin > CRM > Fields > User Fields**.

2. Click **+ New** in the top right corner**.**

3. Select the type of input the field will take. Since we're just storing an account number, the simple **Single-line Text** option will work, so click **Configure Field.**

4. Enter the settings for the field. The **Title** and **Description** will be shown on the ticket form, so make sure they are meaningful to the user. Let's say the account number has to be 8 digits - the **regular expression** is used to enforce this. Make sure the field is enabled, and click **Create.**

5. Now we have to edit the ticket forms. Go to **Admin > Ticket Structure > Departments** and then select the relevant department you would like to edit the ticket form for. You can have different forms for different departments, but let's assume we want the user account number to be on every form, so we can just edit the default layout. Select the department that uses the Default form.

6. Open the Form Editor for this Department, select **+ Field,** and add the user field you just created, i.e**. Account Number.**