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How do I find the ID number of a Deskpro field or other item? Ben Henley - 2023-08-31 - Commenti (0) - Deskpro Legacy

Sometimes you'll need to look up the ID number of a helpdesk item, such as a field you have created. You may need to know an ID when making custom reports or interpreting ticket logs.

To do this, go to the area of the admin interface where the type of content you want is managed. For example, if you need the ID of a Custom Ticket Field, go to **Tickets > Fields**.

Built-In Fields

At the top left of the list of items, click the small gear icon, then select **Show IDs**.

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Categories	Show IDs	
Priorities		
Workflows		
Products		
3 Custom Fields		
Contact reason		

You will then be able to see the IDs like this:

3 Custom Fields	
#8 Contact reason	
#1 Occasion	
#7 Order #	
+ Add	

In this example, we have used fields, but you can do this for other helpdesk content, including:

- departments (both ticket and chat departments)
- triggers
- escalations
- SLAs
- email accounts
- filters
- macros
- usergroups
- agent permission groups
- authentication and SSO sources