How do I make a reusable checklist of things to do within a ticket?

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If you have some tickets that require a long series of subtasks each time they are created: for example, getting ready for a new employee, requires 10 different steps to have be done.

There are two ways you can handle this in Deskpro depending on how you would like the tasks to be actioned.

Using Required Fields

This way involves creating specific required ticket fields for the department so that each time your agents create a ticket they have to provide a response for each of the fields.

1. In **Admin > Ticket Structure > Departments**, create a new department for this type of ticket e.g. "New Employees".
2. In the **Form** tab for the new department, select **Custom Form Editor** from the **Form** dropdown.
3. In **Admin > Ticket Structure > Ticket Fields**, create a new custom Toggle field for each step you need to track. Add it only to the form for the department you created. You will probably want to make it an agents-only field.

1. Now when you get a ticket in that department, you can track all the subtasks.