

How do I pre-fill ticket form fields automatically for certain users?

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Sometimes you might want to pre-fill the ticket form fields in the contact page on your helpdesk portal. It's quite common that you already know users on specific parts of your site are looking to submit tickets of a particular nature.

For example, they might be on looking for sales information about a particular product you sell. So you'd want to create a link to a ticket form that pre-fills the department as 'Sales', and the custom field for product to 'Product X', with a ticket subject that reflects the nature of the request.