

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

Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

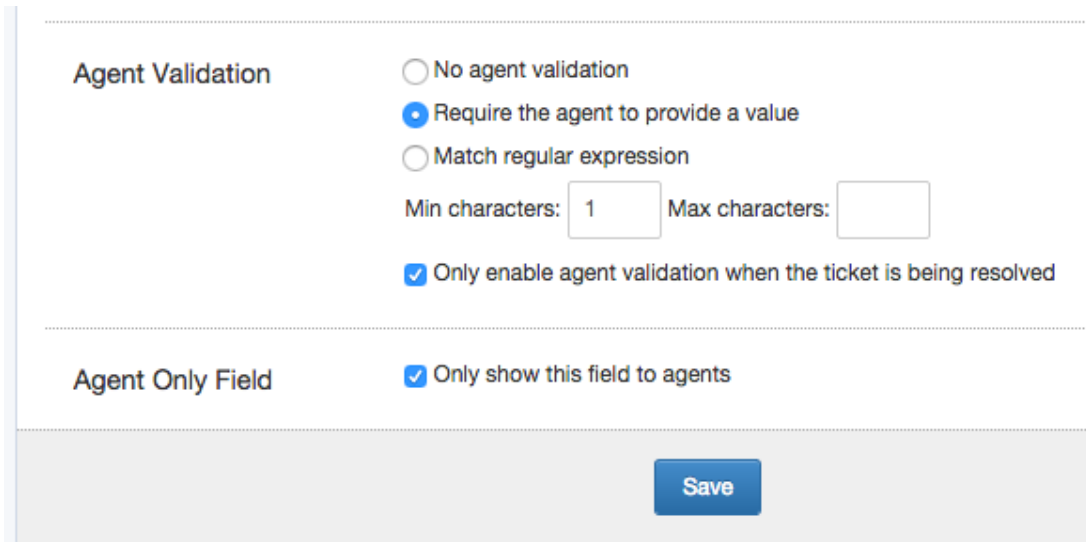
Question:

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 > Tickets > Fields**.
2. Click **Add**.
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 **Predefined Choices**).
4. Select **Require the agent to provide a value** and **Only agent validation when the ticket is being resolved**.
5. You don't want users to see this field on the portal, so select **Only show this field to agents**.



The screenshot shows the 'Agent Validation' configuration for a custom ticket field. It includes three radio button options: 'No agent validation', 'Require the agent to provide a value' (which is selected), and 'Match regular expression'. Below these are input fields for 'Min characters' (set to 1) and 'Max characters'. A checked checkbox option is 'Only enable agent validation when the ticket is being resolved'. Below this section is the 'Agent Only Field' section, which has a checked checkbox for 'Only show this field to agents'. At the bottom right of the form is a blue 'Save' button.

6. Click **Save** and head to Tickets > Departments > Layout if you would like this to only appear on tickets for certain departments.