

Žinių bankas > Using Deskpro > Admin > How can I make agents record a solution for each ticket?

How can I make agents record a solution for each ticket? Chris Robinson - 2023-08-24 - Comments (0) - Admin

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 > Ticket Structure > Ticket Fields.
- 2. Click New.
- 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 Select Field).
- 4. You don't want users to see this field on the portal, so select **Agent only field**.
- 5. Select Require the agent to provide a value and Only agent validation when the ticket is being resolved.

$\left[\mathbf{x} \right]$

Add: New Field

| Field type |
|---|
| Single-line Text |
| Title* |
| Agent Resolution |
| Enabled |
| Agent only field Hide field from users, only agents will be able to see and edit this field. |
| Agents Form 3 |
| ☐ IT Support |
| ☐ Complaints |
| ☐ HR |
| Finance |
| ☐ Training Booking |
| Description |
| Reference Alias ? |
| Default value |
| Make links clickable |
| User validation |
| No user validation $	extstyle 	extst$ |
| Agent Validation |
| Require agent to provide value |
| Min. characters Max. characters |
| 1 |
| Enable agent validation when the ticket is being resolved |

Click Create and head to Admin > Ticket Structure >
 Departments if you would like this to only appear on tickets for certain departments.