

New Feature: Per-User and Per-Organization Fields

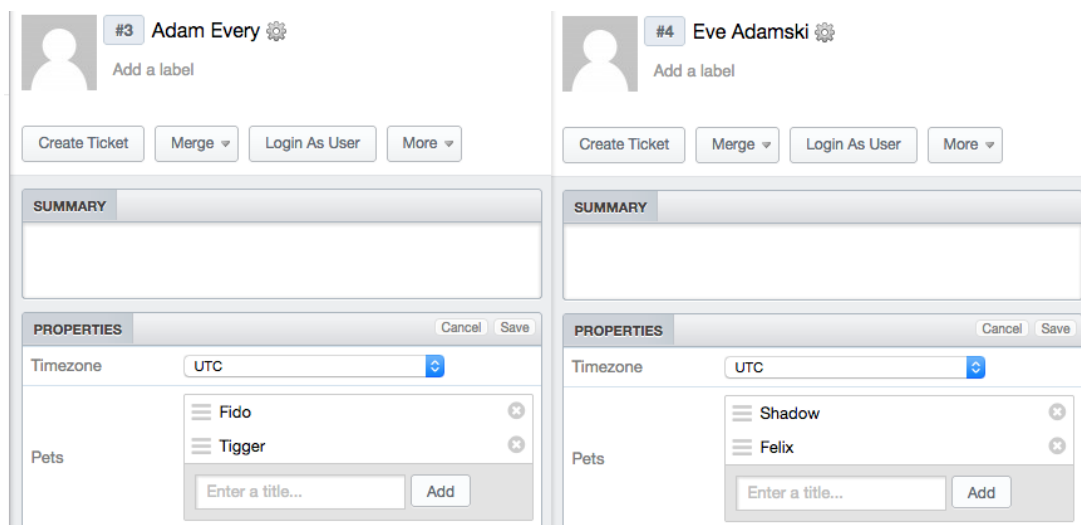
2014-11-06 - Ben Henley - Comments (0) - Product

DeskPRO already supports custom fields stored about your users. They work fine if you want to record information that can have the same range of values across all your users: their shoe size, or their birthday.

But what if you want a field that has different predefined values for *each* user?

Suppose you sell custom pet accessories, and you want to record which pet a ticket is about. The possible values for User A might be "Fido" and "Tigger", whereas those for User B could be "Shadow" and "Felix". A normal custom field won't work.

Now you can handle this sort of information with **per-user custom fields**. You can create a field that has different possible values for each user and edit them on the user profile.



The image shows two side-by-side screenshots of user profiles in the Deskpro interface. Each profile has a header with a user icon, a label (e.g., "#3 Adam Every" and "#4 Eve Adamski"), and a gear icon for settings. Below the header are buttons for "Create Ticket", "Merge", "Login As User", and "More". The main content area is divided into two tabs: "SUMMARY" and "PROPERTIES". The "PROPERTIES" tab is active in both screenshots. In the "PROPERTIES" tab, there is a "Timezone" dropdown menu set to "UTC". Below the "Timezone" dropdown is a section labeled "Pets". In the "Pets" section, there is a list of predefined values for each user: "Fido" and "Tigger" for Adam Every, and "Shadow" and "Felix" for Eve Adamski. Each value has a plus icon next to it. At the bottom of the "Pets" section, there is a text input field labeled "Enter a title..." and an "Add" button.

When your users submit a ticket from the portal, they can select from their own, personalised values, or even update them.

Contact Us

Please complete this form and one of our agents will contact you.

Department *

Subject *

Pets ?

☐ Shadow
☐ Felix
[Add another](#)

What is your question? *

Contact Us

Please complete this form and one of our agents will contact you.

Department *

Subject *

Pets ?

☐ Fido
☐ Tigger
[Add another](#)

What is your question? *

And of course, we've added **per-organization fields** too. You could use them to record buildings in an organization, the server or domain a software problem relates to - whatever information you need to track with different values for each user organization you deal with.

#1 PriceCo

Add a label

Delete

SUMMARY

MEMBERS 1

Add a person to this organization

Eve Adam
No position set

FILES 0

ADD FILE

No files.

CONTACT INFORMATION

PROPERTIES

Cancel
Save

Server

Ravenclaw

Slytherin

Hufflepuff

Add

Date Created
15¼ hours ago

Our admin manual has [full details](#) of how to use per-user and per-organization fields.