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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**.

Agent Validation	 Require the agent to provide a value Match regular expression 		
	Min characters:	1	Max characters:
	Only enable agent validation when the ticket is being resolved.		
Agent Only Field	Only show this field to agents		
			Save

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