

How do I change the fields on the ticket form?

Ben Henley - 2023-09-19 - Comments (0) - Deskpro Legacy

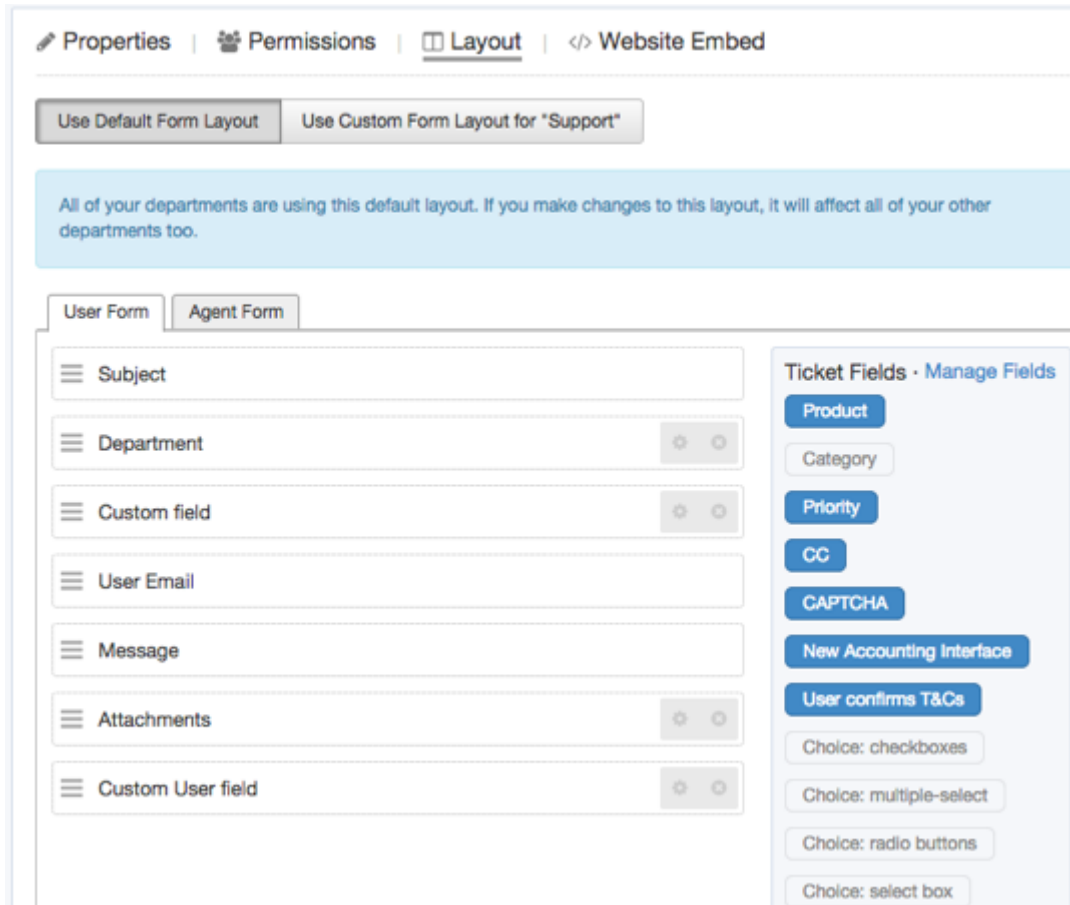
Question:

How can I change the fields displayed when a user submits a ticket from the portal?

Answer:

You can add and configure ticket fields from **Admin > Tickets > Fields**.

Then you edit the form under **Tickets > Departments** using the **Layout** tab. This function is in the **Departments** section because each department can have its own form layout; you can request different information for a support ticket and a sales ticket, for example.



The screenshot shows the 'Layout' configuration page for a ticket form. At the top, there are tabs for 'Properties', 'Permissions', 'Layout', and 'Website Embed'. Below these, there are two buttons: 'Use Default Form Layout' and 'Use Custom Form Layout for "Support"'. A blue warning box states: 'All of your departments are using this default layout. If you make changes to this layout, it will affect all of your other departments too.' Below the warning, there are two tabs: 'User Form' and 'Agent Form'. The 'User Form' tab is active, showing a list of fields: 'Subject', 'Department', 'Custom field', 'User Email', 'Message', 'Attachments', and 'Custom User field'. Each field has a menu icon on the left and a settings icon on the right. To the right of the form fields is a 'Ticket Fields - Manage Fields' panel with several blue buttons: 'Product', 'Category', 'Priority', 'CC', 'CAPTCHA', 'New Accounting Interface', 'User confirms T&Cs', 'Choice: checkboxes', 'Choice: multiple-select', 'Choice: radio buttons', and 'Choice: select box'.

You can also add user fields to the ticket form. Add and configure them in **CRM > Fields > Users**.

Note that you use this screen to customize the form that agents use to create a ticket within the agent interface - you can request different information from users and agents.

For more details, see [Ticket form layouts](#) in the admin manual.