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Ticket layout editor Finished

- michael Offenbecher
- **Forum name:** #Bug Report

Alternative layouts seems to be broken. When enabling alternative layouts and then selecting the department ticket fields do not change to the new layout.<br /><br /> <br /><br />

Confirmed on multiple browsers and different computers.

Comments (2)

**Christopher Nadeau**

11 years ago

I can't reproduce this on the latest build in Chrome, Firefox 14 or IE 9. Can you give me a sample setup you are seeing this with. Here's what I tried: - Enabled categories, added a new textbox and textarea custom fields - Enabled custom layouts of reach department - Added fields to "Sales" - View /new-ticket (logged in or as a guest), switch to "Sales" and the fields show up. Switch away from "Sales," the fields disappear.

**michael Offenbecher**

11 years ago

I logged in today ran all updates and tried again and everything is now working. I guess this can be closed. Thanks for checking into this.