

Creating Effective Custom New Ticket Contact Forms

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What is a Ticket Contact Form?

A ticket contact form is a default feature on your Help Center; it is the principal channel users can use to submit tickets to your helpdesk.

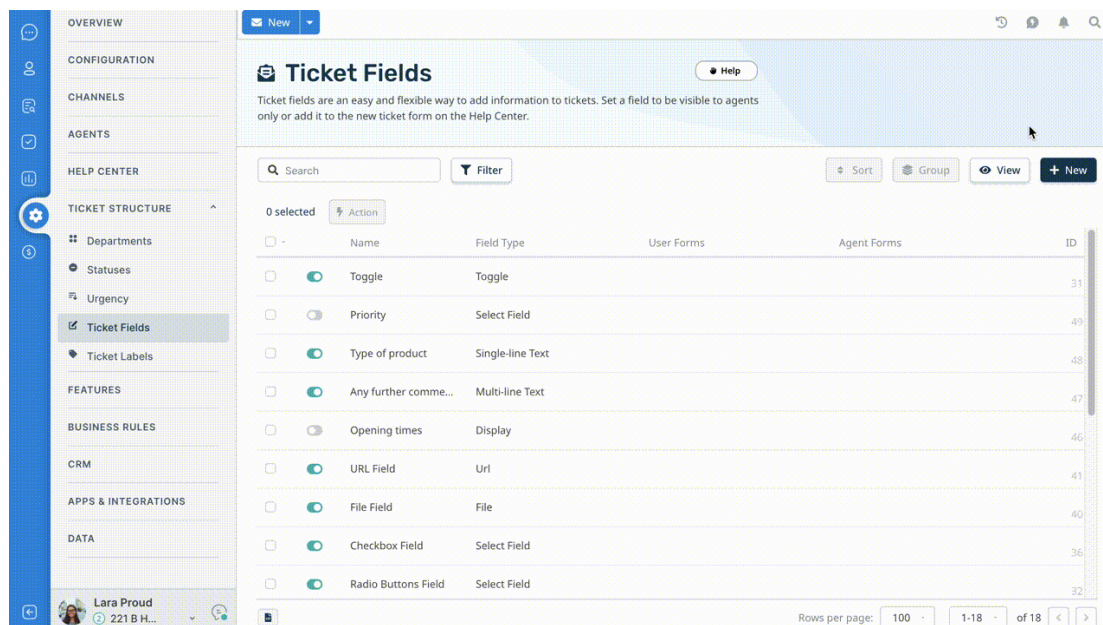
Ticket forms can be embedded onto any of your web pages, and appear on your Help Center. You can create different custom Contact forms for each department; this ensures that your Agents have all the relevant information about an inquiry when a ticket gets submitted. But you can also have the same form for multiple departments if you wish.

How do I create effective Ticket Contact Forms?

The key to making an effective contact form is by making the most of Deskpro's built-in form fields as well as creating your own custom fields, this will enable you to collect information from your users before the ticket reaches your Agents.

Think of form fields as a supplement to email support, providing as much information about specific inquiries will help your Agents to solve issues faster and reduce the back-and-forth required to resolve an issue.

You can create custom fields by going to **Admin > Ticket Structure > Ticket Fields**.



Name	Field Type	User Forms	Agent Forms	ID
Toggle	Toggle			31
Priority	Select Field			49
Type of product	Single-line Text			48
Any further comments	Multi-line Text			47
Opening times	Display			46
URL Field	Url			41
File Field	File			40
Checkbox Field	Select Field			36
Radio Buttons Field	Select Field			32

Once you have created your custom fields, you can create your **Ticket Contact Forms**. You create Ticket Contact Forms for your Departments in **Admin > Ticket Structure > Departments**.

Select the department you require, and then open the **Form** tab where you can build your Ticket Contact Form by adding fields and ordering them using the handy drag-and-drop functionality.

Edit: Complaints

Information Permissions **Form** Website Embed

Form

Custom Form Editor

This is a custom layout that applies only to this department. Any changes you make to this layout will not affect any others.

User Form Agent Form

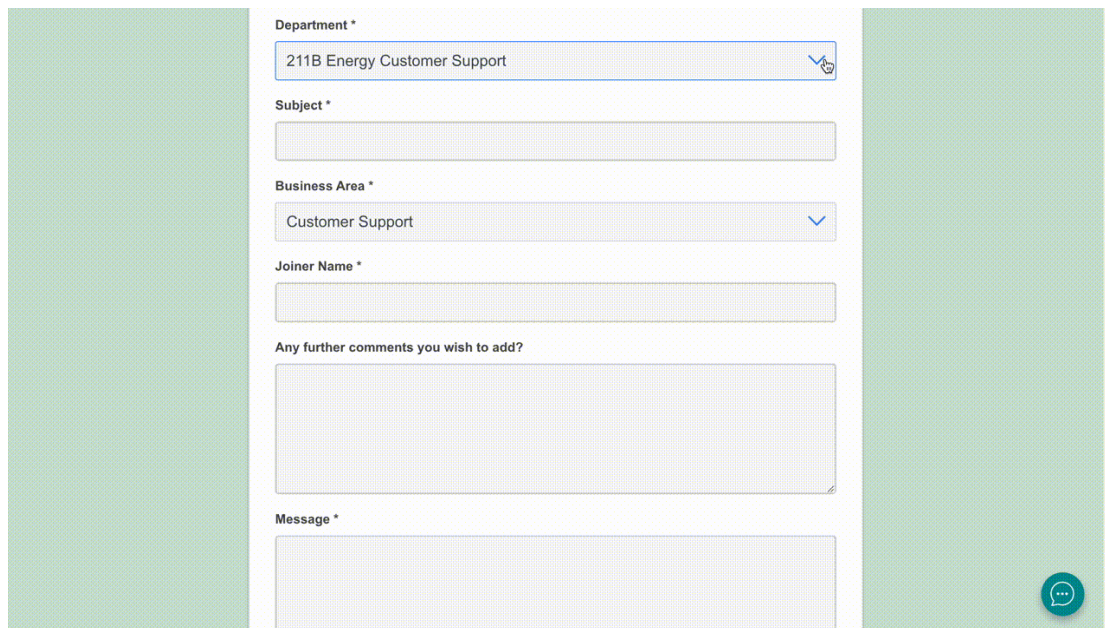
- :: User Name & Email (Single-line Text)
- :: Department (Select Field)
- :: Subject (Single-line Text)
- :: Business Area (Select Field)
- :: Message & Attachments (Multi-line Text)
- :: Current Location (Single-line Text)

+ Field

You can add as many custom fields as you need. You can also create dependencies between fields for truly dynamic forms, e.g., only when a User selects that their 'Type of Product' is a 'Radiator' that 'When did you purchase the product?' appears.

Add field dependencies by selecting the **Cog** on a field and specifying the criteria; you can edit other advanced settings here.

Once you save your form, you can go to your Help Center and see the changes live by clicking on **Contact Us** and testing out the new fields you have created:



The screenshot shows a ticket submission form with the following fields:

- Department ***: A dropdown menu with the selected option "211B Energy Customer Support".
- Subject ***: An empty text input field.
- Business Area ***: A dropdown menu with the selected option "Customer Support".
- Joiner Name ***: An empty text input field.
- Any further comments you wish to add?**: A large, empty text area.
- Message ***: An empty text input field.

The form is set against a light green background. A small chat icon is visible in the bottom right corner of the interface.

What are Agent Ticket Forms?

In the Agent interface, the fields that Users fill in when submitting a ticket will be displayed to the Agent on the individual ticket as an **Agent Ticket Form** in the **ticket properties panel**, so they have all the information available to them as they handle the ticket.

You will need to edit the **Agent Form** in **Admin > Ticket Structure > Departments** so that any custom fields you create are visible on the ticket for an Agent.

The screenshot shows a CRM ticket interface. At the top, a browser tab is titled "My radiator i..." with the email "david.green@m...". Below the browser window, the ticket title is "My radiator is faulty". To the left of the title is a status indicator showing "54" and a "+ Add" button. To the right is a status indicator showing "Awaiting Agent" and "1".

Below the title, there is a sidebar with several sections:

- Unassign**: Shows a profile picture of a person.
- Team**: Shows a red circle with a white "C".
- Followers**: Shows a plus sign.
- 13 mins**: Next event.
- 57 secs**: Ticket Open.
- 57 secs**: User Waiting.
- David Green**: david.green@mail.com.
- Ref**: MUWF-2400-XMCK.
- Brand**: 221B Energy.
- Department***: Complaints.
- Language**: English.
- Business Area**: Customer Support.
- Type of Product**: Radiator.
- When did you purchase...**: 28 December 2021. Clear

The main content area is titled "FORM" and shows the user's IP address: "IP: 217.138.85.210 2 mins #1". Below this, the user's name and email are displayed: "David Green (david.green@mail.com)". The user's message is: "Please could you help my radiator isn't working properly!".

Below the message, there is a section for "Email" and "Note". The "Email" section has a "Write a message..." prompt. The "Note" section is empty.

At the bottom, there is a "Send as" dropdown menu set to "Awaiting User". To the right of this are buttons for "Agent", "Team", and "Macro". Below the "Send as" dropdown is a checkbox labeled "Close tab after email sent".

Agents can edit or update the information provided in the ticket by clicking on a field; this is helpful if a User has accidentally put the wrong information down and helps to keep all records up to date.

In addition to Ticket Custom Fields, you can create custom User and Organization fields that can add and store additional information about them in your CRM.

- Tags
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