

Bażi tal-għarfien > Using Deskpro > Admin > How can I make agents record a solution for each ticket?

How can I make agents record a solution for each ticket? Chris Robinson - 2023-08-24 - Comments (0) - Admin

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 > Ticket Structure > Ticket Fields.
- 2. Click New.
- 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 Select Field).
- 4. You don't want users to see this field on the portal, so select **Agent only field**.
- 5. Select Require the agent to provide a value and Only agent validation when the ticket is being resolved.

$\left[\mathbf{x} \right]$

Add: New Field

Field type
Single-line Text
Title*
Agent Resolution
Enabled
Agent only field Hide field from users, only agents will be able to see and edit this field.
Agents Form 3
☐ IT Support
☐ Complaints
☐ HR
Finance
☐ Training Booking
Description
Reference Alias ?
Default value
Make links clickable
User validation
No user validation $ extstyle extst$
Agent Validation
Require agent to provide value
Min. characters Max. characters
1
Enable agent validation when the ticket is being resolved

Click Create and head to Admin > Ticket Structure >
 Departments if you would like this to only appear on tickets for certain departments.