

New Feature: Per-User and Per-Organization Fields

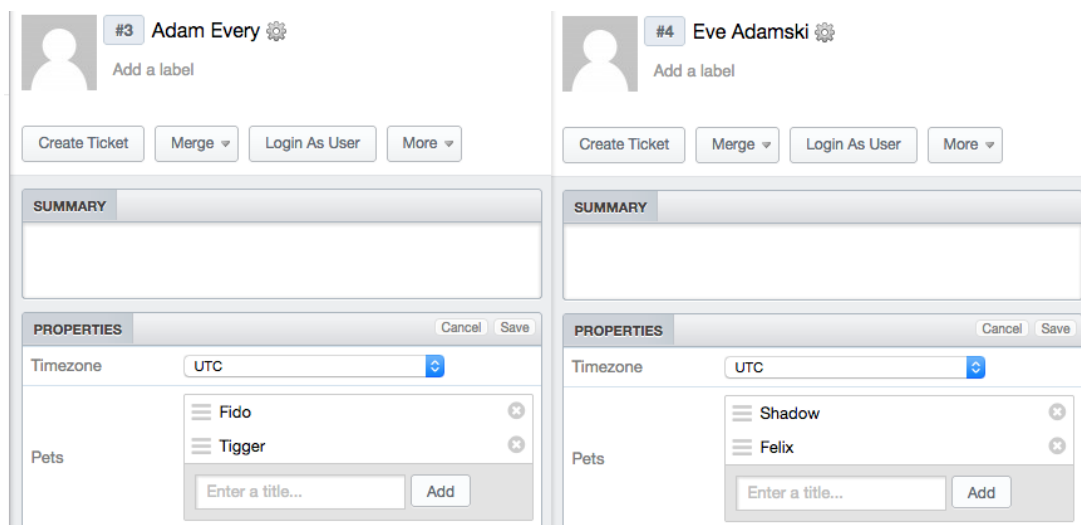
2014-11-06 - Ben Henley - Comments (0) - Product

DeskPRO already supports custom fields stored about your users. They work fine if you want to record information that can have the same range of values across all your users: their shoe size, or their birthday.

But what if you want a field that has different predefined values for *each* user?

Suppose you sell custom pet accessories, and you want to record which pet a ticket is about. The possible values for User A might be "Fido" and "Tigger", whereas those for User B could be "Shadow" and "Felix". A normal custom field won't work.

Now you can handle this sort of information with **per-user custom fields**. You can create a field that has different possible values for each user and edit them on the user profile.



The image shows two side-by-side screenshots of the Deskpro user profile interface. Each profile has a header with a user icon, ID, and name, followed by a row of buttons: 'Create Ticket', 'Merge', 'Login As User', and 'More'. Below this is a 'SUMMARY' section with a text area. The 'PROPERTIES' section is expanded, showing a 'Timezone' dropdown set to 'UTC' and a 'Pets' field. The 'Pets' field is a list with predefined values and an 'Add' button. For the first user, Adam Every (#3), the predefined values are 'Fido' and 'Tigger'. For the second user, Eve Adamski (#4), the predefined values are 'Shadow' and 'Felix'. Both profiles have a 'Cancel' button and a 'Save' button in the top right of the 'PROPERTIES' section.

When your users submit a ticket from the portal, they can select from their own, personalised values, or even update them.

Contact Us

Please complete this form and one of our agents will contact you.

Department *

Subject *

Subject

Pets ?

☐ Shadow
☐ Felix
[Add another](#)

What is your question? *

Message

Contact Us

Please complete this form and one of our agents will contact you.

Department *

Subject *

Subject

Pets ?

☐ Fido
☐ Tigger
[Add another](#)

What is your question? *

Message

And of course, we've added **per-organization fields** too. You could use them to record buildings in an organization, the server or domain a software problem relates to - whatever information you need to track with different values for each user organization you deal with.

#1 PriceCo

Add a label

Delete

SUMMARY

MEMBERS 1

Add a person to this organization

Eve Adam

No position set

FILES 0

ADD FILE

No files.

CONTACT INFORMATION

PROPERTIES

Cancel Save

Server

Ravenclaw

Slytherin

Hufflepuff

Enter a title...

Add

Date Created

15¼ hours ago

Our admin manual has [full details](#) of how to use per-user and per-organization fields.