

How can I make agents record a solution for each ticket?

Chris Robinson - 2023-08-24 - Reacties (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**.
3. 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**.



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 

- IT Support
- Complaints
- HR
- Finance
- Training Booking

Description

Reference Alias 

Default value

Make links clickable

User validation

No user validation 

Agent Validation

Require agent to provide value 

Min. characters

1

Max. characters

Enable agent validation when the ticket is being resolved

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