New Feature: Per-User and Per-Organization Fields

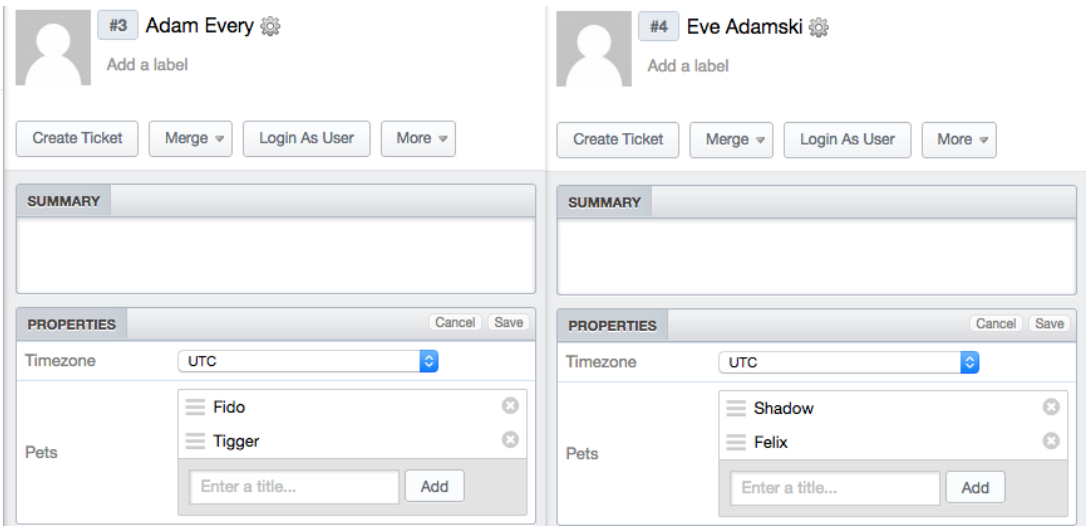
2014-11-06 - Ben Henley - Comment (1) - Product

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.

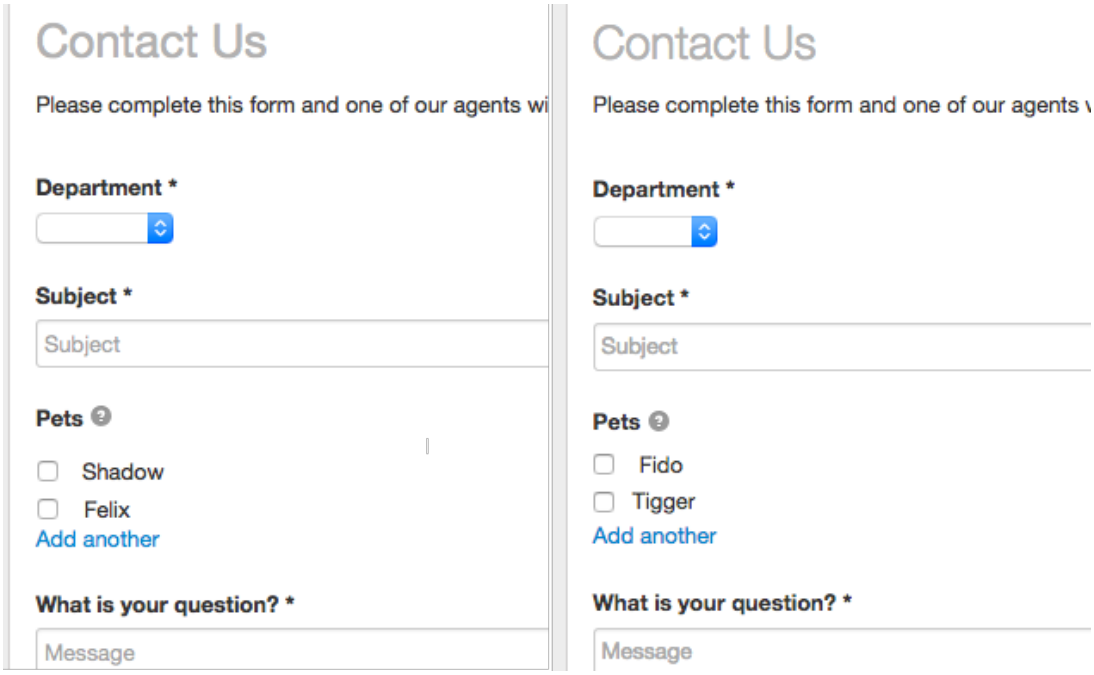
But what if you want a field that has different predefined values for *each* user?

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.

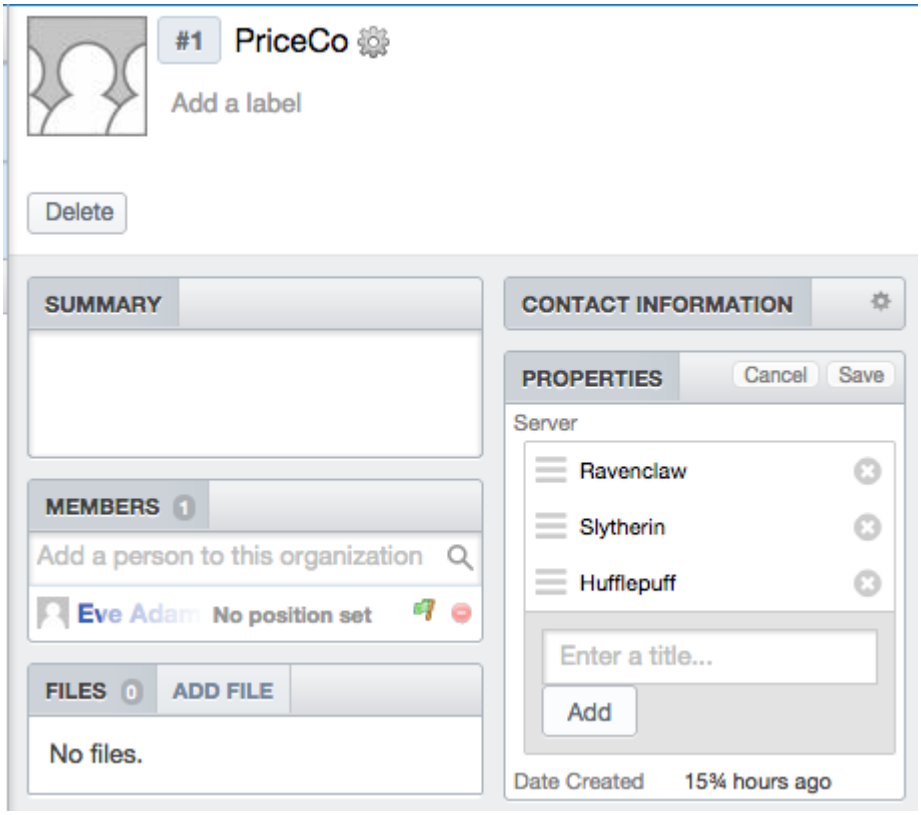
Now you can handle this sort of information with **per-user custom fields**. You can create a field that has different possible values for each user and edit them on the user profile.



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



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.



Our admin manual has full details of how to use per-user and per-organization fields.