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**.

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   🌐6

🟢 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   Max. characters

1

🟢 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.