

## Messenger Widget Options

Matthew Wray - 2023-09-20 - Comments (0) - Deskpro Legacy

For context you can read more on how to amend the widget options in [this article](#)

```
{
  "embed": {
    "showOnPortal": true,
    "authorizeDomains": ""
  },
  "chat": {
    "enabled": true,
    "timeout": 90,
    "noAnswerBehavior": "save_ticket",
    "department": 3,
    "ticketDefaults": {
      "department": 1,
      "subject": "Missed chat from {name}",
      "subjectType": "setSubject"
    },
  },
  "preChatForm": [
    {
      "department": 0,
      "fields": [
        {
          "field_type": "text",
          "field_id": "name",
```

```
"required": "",
  "data": {
    "title": "Name"
  }
},
{
  "field_type": "email",
  "field_id": "email",
  "required": "",
  "data": {
    "title": "Email"
  }
},
{
  "field_type": "department",
  "field_id": "chat_department",
  "is_hidden": false,
  "required": true
}
]
}
],
"usergroups": [
  1,
  2,
  5,
  6,
  7
],
```

```
"options": {
  "showAgentPhotos": false
},
"formMessageEnabled": false,
"uploadTo": "http://\deskpro-dev\api\messenger\service/blob"
},
"tickets": {
  "enabled": true,
  "subjectOption": "user",
  "subject": "Ticket from {name}",
  "department": 1,
  "departmentOption": "choose",
  "formConfig": [
    {
      "department": 5,
      "fields": [
        {
          "version": 1,
          "field_type": "person",
          "field_id": "person",
          "options": {
            "criteria": null,
            "on_newticket": true,
            "on_viewticket": true,
            "on_viewticket_mode": "always",
            "on_editticket": true
          },
          "required": true
        }
      ]
    }
  ]
}
```

```
{  
  "version": 1,  
  "field_type": "department",  
  "field_id": "department",  
  "options": {  
    "criteria": null,  
    "on_newticket": true,  
    "on_viewticket": true,  
    "on_viewticket_mode": "always",  
    "on_editticket": true  
  },  
  "required": true,  
  "is_hidden": false  
},
```

```
{  
  "version": 1,  
  "field_type": "subject",  
  "field_id": "subject",  
  "options": {  
    "criteria": null,  
    "on_newticket": true,  
    "on_viewticket": true,  
    "on_viewticket_mode": "always",  
    "on_editticket": true  
  },  
  "required": true,  
  "is_hidden": false  
},
```

```
{
```

```
"version": 1,
"field_type": "ticket_field",
"field_id": "ticket_field_5",
"options": {
  "criteria": null,
  "on_newticket": true,
  "on_viewticket": true,
  "on_viewticket_mode": "always",
  "on_editticket": true
},
"required": false,
"data": {
  "id": 5,
  "title": "Widget Type",
  "description": "A custom field",
  "options": {
    "default_value": "officia"
  },
  "is_user_enabled": true,
  "is_enabled": true,
  "display_order": 5,
  "is_agent_field": false,
  "choices": [],
  "default_value": "officia",
  "widget_type": "text",
  "type_name": "text",
  "translations": {
    "1": {
      "language": 1,
```

```
"title": "Widget Type",
  "description": "A custom field"
},
"2": {
  "language": 2,
  "title": "Widget Type",
  "description": "A custom field"
},
"3": {
  "language": 3,
  "title": "Widget Type",
  "description": "A custom field"
},
"4": {
  "language": 4,
  "title": "Widget Type",
  "description": "A custom field"
},
"5": {
  "language": 5,
  "title": "Widget Type",
  "description": "A custom field"
},
"6": {
  "language": 6,
  "title": "Widget Type",
  "description": "A custom field"
}
},
```

```
    "aliases": []
  }
},
{
  "version": 1,
  "field_type": "ticket_field",
  "field_id": "ticket_field_6",
  "options": {
    "criteria": null,
    "on_newticket": true,
    "on_viewticket": true,
    "on_viewticket_mode": "always",
    "on_editticket": true
  },
  "required": false,
  "data": {
    "id": 6,
    "title": "Widget Description",
    "description": "A custom field",
    "options": {
      "default_value": "Et molestiae aperiam placeat. Aut amet optio animi facere ullam. Explicabo consequuntur sit nemo. Sapiente vero nihil nostrum omnis aspernatur velit. Mollitia dolores alias asperiores autem."
    },
    "is_user_enabled": true,
    "is_enabled": true,
    "display_order": 6,
    "is_agent_field": false,
    "choices": [],
    "default_value": "Et molestiae aperiam placeat. Aut amet optio animi facere ullam."
  }
}
```

Explicabo consequuntur sit nemo. Sapiente vero nihil nostrum omnis aspernatur velit.  
Mollitia dolores alias asperiores autem.",

```
"widget_type": "textarea",  
"type_name": "textarea",  
"translations": {  
  "1": {  
    "language": 1,  
    "title": "Widget Description",  
    "description": "A custom field"  
  },  
  "2": {  
    "language": 2,  
    "title": "Widget Description",  
    "description": "A custom field"  
  },  
  "3": {  
    "language": 3,  
    "title": "Widget Description",  
    "description": "A custom field"  
  },  
  "4": {  
    "language": 4,  
    "title": "Widget Description",  
    "description": "A custom field"  
  },  
  "5": {  
    "language": 5,  
    "title": "Widget Description",  
    "description": "A custom field"  
  },  
}
```



```
"6": {
  "language": 6,
  "title": "Widget Description",
  "description": "A custom field"
},
"aliases": []
},
{
  "version": 1,
  "field_type": "ticket_field",
  "field_id": "ticket_field_7",
  "options": {
    "criteria": null,
    "on_newticket": true,
    "on_viewticket": true,
    "on_viewticket_mode": "always",
    "on_editticket": true
  },
  "required": false,
  "data": {
    "id": 7,
    "title": "Desired Sizes",
    "description": "A custom field",
    "options": {
      "multiple": true,
      "expanded": true
    }
  },
}
```

```
"is_user_enabled": true,
"is_enabled": true,
"display_order": 7,
"is_agent_field": false,
"choices": [
  {
    "id": 8,
    "title": "Small",
    "is_selectable": true
  },
  {
    "id": 9,
    "title": "Medium",
    "is_selectable": true
  },
  {
    "id": 10,
    "title": "Large",
    "is_selectable": true
  }
],
"default_value": [
  10
],
"widget_type": "checkbox",
"type_name": "checkbox",
"translations": {
  "1": {
    "language": 1,
```

```
"title": "Desired Sizes",  
  "description": "A custom field"  
},  
"2": {  
  "language": 2,  
  "title": "Desired Sizes",  
  "description": "A custom field"  
},  
"3": {  
  "language": 3,  
  "title": "Desired Sizes",  
  "description": "A custom field"  
},  
"4": {  
  "language": 4,  
  "title": "Desired Sizes",  
  "description": "A custom field"  
},  
"5": {  
  "language": 5,  
  "title": "Desired Sizes",  
  "description": "A custom field"  
},  
"6": {  
  "language": 6,  
  "title": "Desired Sizes",  
  "description": "A custom field"  
}  
},
```

```
"aliases": []
}
},
{
  "version": 1,
  "field_type": "ticket_field",
  "field_id": "ticket_field_11",
  "options": {
    "criteria": null,
    "on_newticket": true,
    "on_viewticket": true,
    "on_viewticket_mode": "always",
    "on_editticket": true
  },
  "required": false,
  "data": {
    "id": 11,
    "title": "Manufacture Date",
    "description": "A custom field",
    "options": [],
    "is_user_enabled": true,
    "is_enabled": true,
    "display_order": 11,
    "is_agent_field": false,
    "choices": [],
    "widget_type": "date",
    "type_name": "date",
    "translations": {
      "1": {
```

```
"language": 1,  
"title": "Manufacture Date",  
"description": "A custom field"  
},  
"2": {  
  "language": 2,  
  "title": "Manufacture Date",  
  "description": "A custom field"  
},  
"3": {  
  "language": 3,  
  "title": "Manufacture Date",  
  "description": "A custom field"  
},  
"4": {  
  "language": 4,  
  "title": "Manufacture Date",  
  "description": "A custom field"  
},  
"5": {  
  "language": 5,  
  "title": "Manufacture Date",  
  "description": "A custom field"  
},  
"6": {  
  "language": 6,  
  "title": "Manufacture Date",  
  "description": "A custom field"  
}
```

```
    },  
    "aliases": []  
  }  
},  
{  
  "version": 1,  
  "field_type": "message",  
  "field_id": "message",  
  "options": {  
    "criteria": null,  
    "on_newticket": true,  
    "on_viewticket": true,  
    "on_viewticket_mode": "always",  
    "on_editticket": true  
  },  
  "required": true  
},  
{  
  "version": 1,  
  "field_type": "attachments",  
  "field_id": "attachments",  
  "options": {  
    "criteria": null,  
    "on_newticket": true,  
    "on_viewticket": true,  
    "on_viewticket_mode": "always",  
    "on_editticket": true  
  },  
  "required": false  
}
```

```
}  
]  
},  
{  
  "department": 7,  
  "fields": [  
    {  
      "version": 1,  
      "field_type": "person",  
      "field_id": "person",  
      "options": {  
        "criteria": null,  
        "on_newticket": true,  
        "on_viewticket": true,  
        "on_viewticket_mode": "always",  
        "on_editticket": true  
      },  
      "required": true  
    },  
    {  
      "version": 1,  
      "field_type": "department",  
      "field_id": "department",  
      "options": {  
        "criteria": null,  
        "on_newticket": true,  
        "on_viewticket": true,  
        "on_viewticket_mode": "always",  
        "on_editticket": true  
      }  
    }  
  ]  
}
```

```
    },
    "required": true,
    "is_hidden": false
  },
  {
    "version": 1,
    "field_type": "subject",
    "field_id": "subject",
    "options": {
      "criteria": null,
      "on_newticket": true,
      "on_viewticket": true,
      "on_viewticket_mode": "always",
      "on_editticket": true
    },
    "required": true,
    "is_hidden": false
  },
  {
    "version": 1,
    "field_type": "ticket_field",
    "field_id": "ticket_field_12",
    "options": {
      "criteria": null,
      "on_newticket": true,
      "on_viewticket": true,
      "on_viewticket_mode": "always",
      "on_editticket": true
    },
  },
```



```
"required": false,
"data": {
  "id": 12,
  "title": "Reason for Complaint",
  "description": "A custom field",
  "options": {
    "multiple": false,
    "expanded": true
  },
  "is_user_enabled": true,
  "is_enabled": true,
  "display_order": 12,
  "is_agent_field": false,
  "choices": [
    {
      "id": 13,
      "title": "Nuisance",
      "is_selectable": true
    },
    {
      "id": 14,
      "title": "Dangerous",
      "is_selectable": true
    },
    {
      "id": 15,
      "title": "Smelly",
      "is_selectable": true
    }
  ],
```

```
{
  "id": 16,
  "title": "Ugly",
  "is_selectable": true
},
{
  "id": 17,
  "title": "Mean",
  "is_selectable": true
},
{
  "id": 18,
  "title": "Other",
  "is_selectable": true
}
],
"default_value": 18,
"widget_type": "radio",
"type_name": "radio",
"translations": {
  "1": {
    "language": 1,
    "title": "Reason for Complaint",
    "description": "A custom field"
  },
  "2": {
    "language": 2,
    "title": "Reason for Complaint",
    "description": "A custom field"
  }
}
```

```
    },
    "3": {
      "language": 3,
      "title": "Reason for Complaint",
      "description": "A custom field"
    },
    "4": {
      "language": 4,
      "title": "Reason for Complaint",
      "description": "A custom field"
    },
    "5": {
      "language": 5,
      "title": "Reason for Complaint",
      "description": "A custom field"
    },
    "6": {
      "language": 6,
      "title": "Reason for Complaint",
      "description": "A custom field"
    }
  },
  "aliases": []
}
},
{
  "version": 1,
  "field_type": "ticket_field",
  "field_id": "ticket_field_19",
```

```
"options": {
  "criteria": null,
  "on_newticket": true,
  "on_viewticket": true,
  "on_viewticket_mode": "always",
  "on_editticket": true
},
"required": false,
"data": {
  "id": 19,
  "title": "Suggested Actions",
  "description": "A custom field",
  "options": {
    "multiple": true
  },
  "is_user_enabled": true,
  "is_enabled": true,
  "display_order": 19,
  "is_agent_field": false,
  "choices": [
    {
      "id": 20,
      "title": "Eviction",
      "is_selectable": true
    },
    {
      "id": 21,
      "title": "Shun",
      "is_selectable": true
    }
  ]
}
```

```
},
{
  "id": 22,
  "title": "Fire them off to the moon",
  "is_selectable": true
},
{
  "id": 23,
  "title": "Strongly worded letter",
  "is_selectable": true
}
],
"default_value": [
  23
],
"widget_type": "multichoice",
"type_name": "multichoice",
"translations": {
  "1": {
    "language": 1,
    "title": "Suggested Actions",
    "description": "A custom field"
  },
  "2": {
    "language": 2,
    "title": "Suggested Actions",
    "description": "A custom field"
  },
  "3": {
```

```
"language": 3,
"title": "Suggested Actions",
"description": "A custom field"
},
"4": {
"language": 4,
"title": "Suggested Actions",
"description": "A custom field"
},
"5": {
"language": 5,
"title": "Suggested Actions",
"description": "A custom field"
},
"6": {
"language": 6,
"title": "Suggested Actions",
"description": "A custom field"
}
},
"aliases": []
}
},
{
"version": 1,
"field_type": "message",
"field_id": "message",
"options": {
"criteria": null,
```

```
    "on_newticket": true,
    "on_viewticket": true,
    "on_viewticket_mode": "always",
    "on_editticket": true
  },
  "required": true
},
{
  "version": 1,
  "field_type": "attachments",
  "field_id": "attachments",
  "options": {
    "criteria": null,
    "on_newticket": true,
    "on_viewticket": true,
    "on_viewticket_mode": "always",
    "on_editticket": true
  },
  "required": false
}
]
},
{
  "department": 8,
  "fields": [
    {
      "version": 1,
      "field_type": "person",
      "field_id": "person",
```

```
"options": {
  "criteria": null,
  "on_newticket": true,
  "on_viewticket": true,
  "on_viewticket_mode": "always",
  "on_editticket": true
},
"required": true
},
{
  "version": 1,
  "field_type": "department",
  "field_id": "department",
  "options": {
    "criteria": null,
    "on_newticket": true,
    "on_viewticket": true,
    "on_viewticket_mode": "always",
    "on_editticket": true
  },
  "required": true,
  "is_hidden": false
},
{
  "version": 1,
  "field_type": "subject",
  "field_id": "subject",
  "options": {
    "criteria": null,
```



```
"on_newticket": true,
"on_viewticket": true,
"on_viewticket_mode": "always",
"on_editticket": true
},
"required": true,
"is_hidden": false
},
{
"version": 1,
"field_type": "ticket_field",
"field_id": "ticket_field_12",
"options": {
"criteria": null,
"on_newticket": true,
"on_viewticket": true,
"on_viewticket_mode": "always",
"on_editticket": true
},
"required": false,
"data": {
"id": 12,
"title": "Reason for Complaint",
"description": "A custom field",
"options": {
"multiple": false,
"expanded": true
},
"is_user_enabled": true,
```

```
"is_enabled": true,  
"display_order": 12,  
"is_agent_field": false,  
"choices": [  
  {  
    "id": 13,  
    "title": "Nuisance",  
    "is_selectable": true  
  },  
  {  
    "id": 14,  
    "title": "Dangerous",  
    "is_selectable": true  
  },  
  {  
    "id": 15,  
    "title": "Smelly",  
    "is_selectable": true  
  },  
  {  
    "id": 16,  
    "title": "Ugly",  
    "is_selectable": true  
  },  
  {  
    "id": 17,  
    "title": "Mean",  
    "is_selectable": true  
  },  
]
```

```
{
  "id": 18,
  "title": "Other",
  "is_selectable": true
},
"default_value": 18,
"widget_type": "radio",
"type_name": "radio",
"translations": {
  "1": {
    "language": 1,
    "title": "Reason for Complaint",
    "description": "A custom field"
  },
  "2": {
    "language": 2,
    "title": "Reason for Complaint",
    "description": "A custom field"
  },
  "3": {
    "language": 3,
    "title": "Reason for Complaint",
    "description": "A custom field"
  },
  "4": {
    "language": 4,
    "title": "Reason for Complaint",
    "description": "A custom field"
  }
}
```

```
    },
    "5": {
      "language": 5,
      "title": "Reason for Complaint",
      "description": "A custom field"
    },
    "6": {
      "language": 6,
      "title": "Reason for Complaint",
      "description": "A custom field"
    }
  },
  "aliases": []
}
},
{
  "version": 1,
  "field_type": "ticket_field",
  "field_id": "ticket_field_19",
  "options": {
    "criteria": null,
    "on_newticket": true,
    "on_viewticket": true,
    "on_viewticket_mode": "always",
    "on_editticket": true
  },
  "required": false,
  "data": {
    "id": 19,
```

```
"title": "Suggested Actions",
"description": "A custom field",
"options": {
  "multiple": true
},
"is_user_enabled": true,
"is_enabled": true,
"display_order": 19,
"is_agent_field": false,
"choices": [
  {
    "id": 20,
    "title": "Eviction",
    "is_selectable": true
  },
  {
    "id": 21,
    "title": "Shun",
    "is_selectable": true
  },
  {
    "id": 22,
    "title": "Fire them off to the moon",
    "is_selectable": true
  },
  {
    "id": 23,
    "title": "Strongly worded letter",
    "is_selectable": true
  }
]
```

```
    }  
  ],  
  "default_value": [  
    23  
  ],  
  "widget_type": "multichoice",  
  "type_name": "multichoice",  
  "translations": {  
    "1": {  
      "language": 1,  
      "title": "Suggested Actions",  
      "description": "A custom field"  
    },  
    "2": {  
      "language": 2,  
      "title": "Suggested Actions",  
      "description": "A custom field"  
    },  
    "3": {  
      "language": 3,  
      "title": "Suggested Actions",  
      "description": "A custom field"  
    },  
    "4": {  
      "language": 4,  
      "title": "Suggested Actions",  
      "description": "A custom field"  
    },  
    "5": {
```

```
"language": 5,
"title": "Suggested Actions",
"description": "A custom field"
},
"6": {
  "language": 6,
  "title": "Suggested Actions",
  "description": "A custom field"
}
},
"aliases": []
}
},
{
  "version": 1,
  "field_type": "message",
  "field_id": "message",
  "options": {
    "criteria": null,
    "on_newticket": true,
    "on_viewticket": true,
    "on_viewticket_mode": "always",
    "on_editticket": true
  },
  "required": true
},
{
  "version": 1,
  "field_type": "attachments",
```

```
"field_id": "attachments",
"options": {
  "criteria": null,
  "on_newticket": true,
  "on_viewticket": true,
  "on_viewticket_mode": "always",
  "on_editticket": true
},
"required": false
}
]
},
{
"department": 9,
"fields": [
{
"version": 1,
"field_type": "person",
"field_id": "person",
"options": {
"criteria": null,
"on_newticket": true,
"on_viewticket": true,
"on_viewticket_mode": "always",
"on_editticket": true
},
"required": true
},
{
```



```
"version": 1,
"field_type": "department",
"field_id": "department",
"options": {
  "criteria": null,
  "on_newticket": true,
  "on_viewticket": true,
  "on_viewticket_mode": "always",
  "on_editticket": true
},
"required": true,
"is_hidden": false
},
{
  "version": 1,
  "field_type": "subject",
  "field_id": "subject",
  "options": {
    "criteria": null,
    "on_newticket": true,
    "on_viewticket": true,
    "on_viewticket_mode": "always",
    "on_editticket": true
  },
  "required": true,
  "is_hidden": false
},
{
  "version": 1,
```

```
"field_type": "ticket_field",
"field_id": "ticket_field_24",
"options": {
  "criteria": null,
  "on_newticket": true,
  "on_viewticket": true,
  "on_viewticket_mode": "always",
  "on_editticket": true
},
"required": false,
"data": {
  "id": 24,
  "title": "Hotdog Kind",
  "description": "A custom field",
  "options": [],
  "is_user_enabled": true,
  "is_enabled": true,
  "display_order": 24,
  "is_agent_field": false,
  "choices": [
    {
      "id": 25,
      "title": "Normal",
      "is_selectable": true
    },
    {
      "id": 26,
      "title": "German",
      "is_selectable": false,
```

```
"children": [  
  {  
    "id": 28,  
    "title": "Extrawurst",  
    "is_selectable": true  
  },  
  {  
    "id": 29,  
    "title": "Frankfurter",  
    "is_selectable": false,  
    "children": [  
      {  
        "id": 31,  
        "title": "W\u00fcrstchen",  
        "is_selectable": true  
      }  
    ]  
  }  
],  
  {  
    "id": 27,  
    "title": "Bratwurst",  
    "is_selectable": true  
  },  
  {  
    "id": 30,  
    "title": "Rindswurst",  
    "is_selectable": true  
  }  
]
```

```
  },  
  {  
    "id": 32,  
    "title": "Large",  
    "is_selectable": true  
  }  
],  
"default_value": 32,  
"widget_type": "choice",  
"type_name": "choice",  
"translations": {  
  "1": {  
    "language": 1,  
    "title": "Hotdog Kind",  
    "description": "A custom field"  
  },  
  "2": {  
    "language": 2,  
    "title": "Hotdog Kind",  
    "description": "A custom field"  
  },  
  "3": {  
    "language": 3,  
    "title": "Hotdog Kind",  
    "description": "A custom field"  
  },  
  "4": {  
    "language": 4,  
    "title": "Hotdog Kind",
```

```
    "description": "A custom field"
  },
  "5": {
    "language": 5,
    "title": "Hotdog Kind",
    "description": "A custom field"
  },
  "6": {
    "language": 6,
    "title": "Hotdog Kind",
    "description": "A custom field"
  }
},
"aliases": []
}
},
{
  "version": 1,
  "field_type": "ticket_field",
  "field_id": "ticket_field_33",
  "options": {
    "criteria": null,
    "on_newticket": true,
    "on_viewticket": true,
    "on_viewticket_mode": "always",
    "on_editticket": true
  },
  "required": false,
  "data": {
```

```
"id": 33,
"title": "Delivery Time",
"description": "A custom field",
"options": [],
"is_user_enabled": true,
"is_enabled": true,
"display_order": 33,
"is_agent_field": false,
"choices": [],
"widget_type": "datetime",
"type_name": "datetime",
"translations": {
  "1": {
    "language": 1,
    "title": "Delivery Time",
    "description": "A custom field"
  },
  "2": {
    "language": 2,
    "title": "Delivery Time",
    "description": "A custom field"
  },
  "3": {
    "language": 3,
    "title": "Delivery Time",
    "description": "A custom field"
  },
  "4": {
    "language": 4,
```

```
    "title": "Delivery Time",
    "description": "A custom field"
  },
  "5": {
    "language": 5,
    "title": "Delivery Time",
    "description": "A custom field"
  },
  "6": {
    "language": 6,
    "title": "Delivery Time",
    "description": "A custom field"
  }
},
"aliases": []
}
},
{
  "version": 1,
  "field_type": "message",
  "field_id": "message",
  "options": {
    "criteria": null,
    "on_newticket": true,
    "on_viewticket": true,
    "on_viewticket_mode": "always",
    "on_editticket": true
  },
  "required": true
}
```

```
},
{
  "version": 1,
  "field_type": "attachments",
  "field_id": "attachments",
  "options": {
    "criteria": null,
    "on_newticket": true,
    "on_viewticket": true,
    "on_viewticket_mode": "always",
    "on_editticket": true
  },
  "required": false
}
]
},
{
  "department": 0,
  "fields": [
    {
      "version": 1,
      "field_type": "person",
      "field_id": "person",
      "options": {
        "criteria": null,
        "on_newticket": true,
        "on_viewticket": true,
        "on_viewticket_mode": "always",
        "on_editticket": true
      }
    }
  ]
}
```



```
    },
    "required": true
  },
  {
    "version": 1,
    "field_type": "department",
    "field_id": "department",
    "options": {
      "criteria": null,
      "on_newticket": true,
      "on_viewticket": true,
      "on_viewticket_mode": "always",
      "on_editticket": true
    },
    "required": true,
    "is_hidden": false
  },
  {
    "version": 1,
    "field_type": "subject",
    "field_id": "subject",
    "options": {
      "criteria": null,
      "on_newticket": true,
      "on_viewticket": true,
      "on_viewticket_mode": "always",
      "on_editticket": true
    },
    "required": true,
```

```
"is_hidden": false
},
{
  "version": 1,
  "field_type": "ticket_field",
  "field_id": "ticket_field_35",
  "options": {
    "criteria": null,
    "on_newticket": true,
    "on_viewticket": true,
    "on_viewticket_mode": "always",
    "on_editticket": true
  },
  "required": false,
  "data": {
    "id": 35,
    "title": "Type of Inquiry",
    "description": "",
    "options": {
      "custom_css_classname": "",
      "multiple": false,
      "expanded": false
    },
    "is_user_enabled": true,
    "is_enabled": true,
    "display_order": 0,
    "is_agent_field": false,
    "choices": [
      {
```

```
"id": 36,
"title": "Bug Report",
"is_selectable": true
},
{
  "id": 37,
  "title": "Another one",
  "is_selectable": true
}
],
"widget_type": "choice",
"type_name": "choice",
"translations": {
  "1": {
    "language": 1,
    "title": "Type of Inquiry",
    "description": ""
  },
  "2": {
    "language": 2,
    "title": "Type of Inquiry",
    "description": ""
  },
  "3": {
    "language": 3,
    "title": "Type of Inquiry",
    "description": ""
  },
  "4": {
```

```
"language": 4,
"title": "Type of Inquiry",
"description": ""
},
"5": {
  "language": 5,
  "title": "Type of Inquiry",
  "description": ""
},
"6": {
  "language": 6,
  "title": "Type of Inquiry",
  "description": ""
}
},
"aliases": []
}
},
{
  "version": 1,
  "field_type": "ticket_field",
  "field_id": "ticket_field_34",
  "options": {
    "criteria": {
      "version": 1,
      "mode": "all",
      "terms": [
        {
          "type": "CheckTicketField35",
```

```
"op": "is",
"options": {
  "value": [
    36
  ],
  "type_name": "choice",
  "field_id": "35"
}
}
]
},
"on_newticket": true,
"on_viewticket": true,
"on_viewticket_mode": "always",
"on_editticket": true
},
"required": false,
"data": {
  "id": 34,
  "title": "Which operating system are you using?",
  "description": "Please include version number",
  "options": {
    "custom_css_classname": "",
    "clickable_links": ""
  },
  "is_user_enabled": true,
  "is_enabled": true,
  "display_order": 0,
  "is_agent_field": false,
```

```
"choices": [],
"default_value": "",
"widget_type": "text",
"type_name": "text",
"translations": {
  "1": {
    "language": 1,
    "title": "Which operating system are you using?",
    "description": "Please include version number"
  },
  "2": {
    "language": 2,
    "title": "Which operating system are you using?",
    "description": "Please include version number"
  },
  "3": {
    "language": 3,
    "title": "Which operating system are you using?",
    "description": "Please include version number"
  },
  "4": {
    "language": 4,
    "title": "Which operating system are you using?",
    "description": "Please include version number"
  },
  "5": {
    "language": 5,
    "title": "Which operating system are you using?",
    "description": "Please include version number"
  }
}
```

```
    },
    "6": {
      "language": 6,
      "title": "Which operating system are you using?",
      "description": "Please include version number"
    }
  },
  "aliases": []
}
},
{
  "version": 1,
  "field_type": "message",
  "field_id": "message",
  "options": {
    "criteria": null,
    "on_newticket": true,
    "on_viewticket": true,
    "on_viewticket_mode": "always",
    "on_editticket": true
  },
  "required": true
},
{
  "version": 1,
  "field_type": "attachments",
  "field_id": "attachments",
  "options": {
    "criteria": null,
```

```
    "on_newticket": true,
    "on_viewticket": true,
    "on_viewticket_mode": "always",
    "on_editticket": true
  },
  "required": false
}
]
}
],
"uploadTo": "http://deskpro-dev/api/messenger/service/blob"
},
"proactive": {
  "autoStart": false,
  "autoStartTimeout": 0,
  "autoStartStyle": "avatar-text-button"
},
"widget": {
  "primaryColor": "#3d88f3",
  "backgroundColor": "#f7f7f7",
  "textColor": "#ffffff",
  "position": "right"
},
"maxFileSize": 2097152,
"kbEnabled": true,
"language": {
  "id": 1,
  "locale": "en-US",
  "version": "1594804777"
```



}

}