

Creating Effective Custom New Ticket Contact Forms

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What is a Ticket Contact Form?

A ticket contact form is a default feature on your Help Center; it is the principal channel users can use to submit tickets to your helpdesk.

Ticket forms can be embedded onto any of your web pages, and appear on your Help Center. You can create different custom Contact forms for each department; this ensures that your Agents have all the relevant information about an inquiry when a ticket gets submitted. But you can also have the same form for multiple departments if you wish.

How do I create effective Ticket Contact Forms?

The key to making an effective contact form is by making the most of Deskpro's built-in form fields as well as creating your own custom fields, this will enable you to collect information from your users before the ticket reaches your Agents.

Think of form fields as a supplement to email support, providing as much information about specific inquiries will help your Agents to solve issues faster and reduce the back-and-forth required to resolve an issue.

You can create custom fields by going to **Admin > Ticket Structure > Ticket Fields**.

Ticket Fields

Ticket fields are an easy and flexible way to add information to tickets. Set a field to be visible to agents only or add it to the new ticket form on the Help Center.

| Name | Field Type | User Forms | Agent Forms | ID |
|----------------------|------------------|------------|-------------|----|
| Toggle | Toggle | | | 31 |
| Priority | Select Field | | | 49 |
| Type of product | Single-line Text | | | 48 |
| Any further comments | Multi-line Text | | | 47 |
| Opening times | Display | | | 46 |
| URL Field | Url | | | 41 |
| File Field | File | | | 40 |
| Checkbox Field | Select Field | | | 36 |
| Radio Buttons Field | Select Field | | | 32 |

Once you have created your custom fields, you can create your **Ticket Contact Forms**. You create Ticket Contact Forms for your Departments in **Admin > Ticket Structure > Departments**.

Select the department you require, and then open the **Form** tab where you can build your Ticket Contact Form by adding fields and ordering them using the handy drag-and-drop functionality.

Edit: Complaints

Information Permissions **Form** Website Embed

Form

Custom Form Editor

This is a custom layout that applies only to this department. Any changes you make to this layout will not affect any others.

User Form Agent Form

- :: User Name & Email (Single-line Text)
- :: Department (Select Field)
- :: Subject (Single-line Text)
- :: Business Area (Select Field)
- :: Message & Attachments (Multi-line Text)
- :: Current Location (Single-line Text)

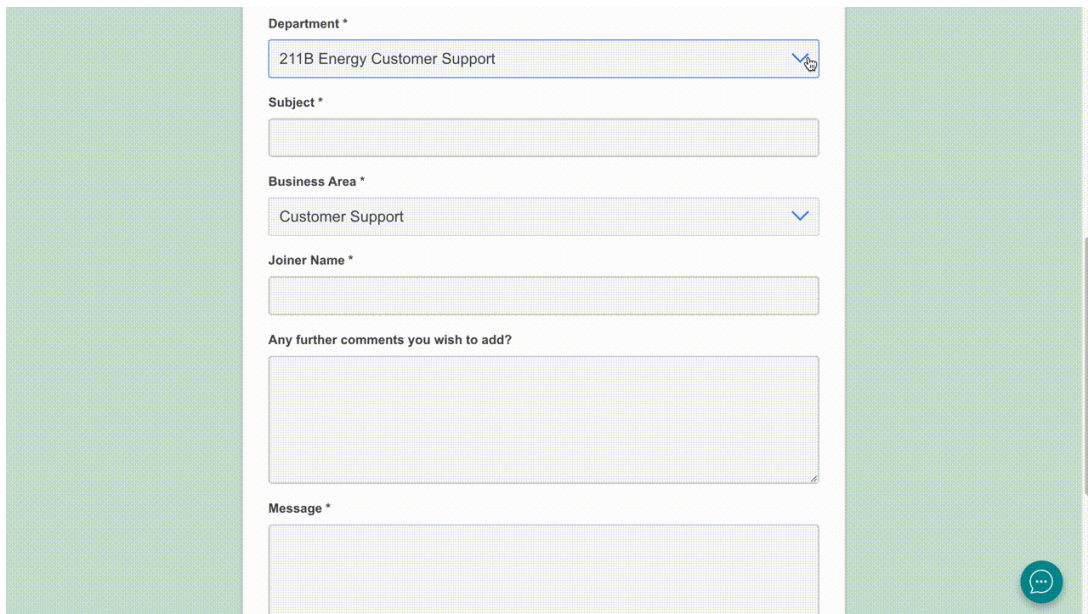
+ Field

You can add as many custom fields as you need. You can also create dependencies between fields for truly dynamic forms, e.g., only when a User selects that their 'Type of Product' is a 'Radiator' that 'When did you purchase the product?' appears.

Add field dependencies by selecting the **Cog** on a field and specifying the criteria; you can edit other advanced settings here.



Once you save your form, you can go to your Help Center and see the changes live by clicking on **Contact Us** and testing out the new fields you have created:



What are Agent Ticket Forms?

In the Agent interface, the fields that Users fill in when submitting a ticket will be displayed to the Agent on the individual ticket as an **Agent Ticket Form** in the **ticket properties panel**, so they have all the information available to them as they handle the ticket.

You will need to edit the **Agent Form** in **Admin > Ticket Structure > Departments** so that any custom fields you create are visible on the ticket for an Agent.

The screenshot shows a CRM ticket interface. At the top, there's a tab for 'My radiator is faulty' with a 'New' button and a close icon. Below the tab, the ticket title 'My radiator is faulty' is displayed, along with a '54' icon and a '+ Add' button. On the right, there's a status indicator 'Awaiting Agent' with a '1' icon. The main content area is divided into a left sidebar and a right main panel. The sidebar contains:

- Unassign, Team, and Followers buttons.
- Timers: '13 mins Next event', '57 secs Ticket Open', and '57 secs User Waiting'.
- User profile for David Green (david.green@mail.com).
- Metadata fields: Ref (MUWF-2400-XMCK), Brand (221B Energy), Department (Complaints), Language (English), Business Area (Customer Support), Type of Product (Radiator), and When did you purchase (28 December 2021).

The main panel shows a 'FORM' header with IP: 217.138.85.210, 2 mins, #1. Below this is a message from David Green: 'Please could you help my radiator isn't working properly!'. At the bottom of the main panel, there's an 'Email' tab and a 'Write a message...' input field. A bottom bar contains 'Send as' (Awaiting User), 'Agent', 'Team', and 'Macro' buttons, along with a 'Close tab after email sent' checkbox.

Agents can edit or update the information provided in the ticket by clicking on a field; this is helpful if a User has accidentally put the wrong information down and helps to keep all records up to date.

In addition to Ticket Custom Fields, you can create custom User and Organization fields that can add and store additional information about them in your CRM.

- Tags
 - Contact Us
 - Ticket Forms

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