

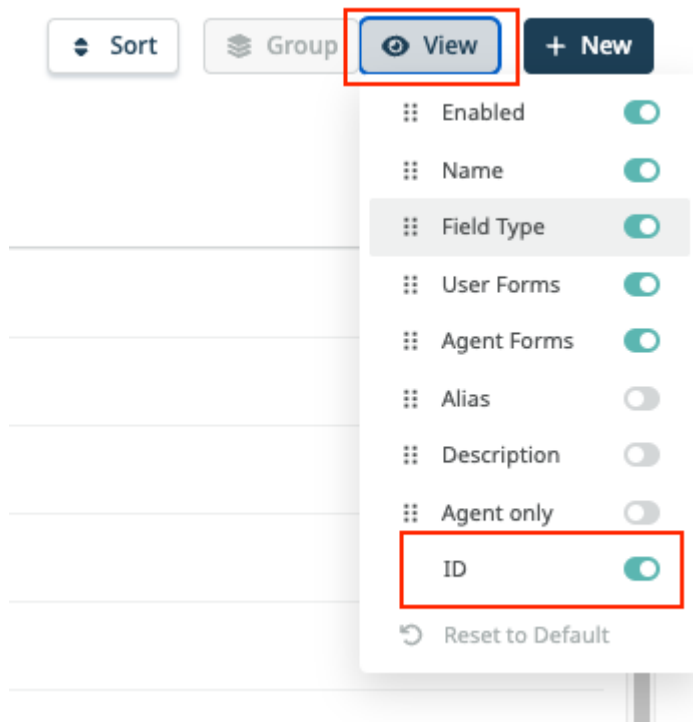
How do I find the ID number of a Deskpro field or other item?

Jake Biddell - 2023-08-29 - Comments (0) - Reports

Sometimes you'll need to look up the ID number of a helpdesk item, such as a field you have created. You may need to know an ID when making custom reports or interpreting ticket logs.

To do this, go to the area of the admin interface where the type of content you want is managed. For example, if you need the ID of a Custom Ticket Field, go to **Ticket Structure > Ticket Fields**.

Click the **View** button and make sure the **ID** toggle is on.



The **ID** will be visible on the right-hand side of the table.

Ticket Fields Help

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.

Search Filter Sort Group View New

0 selected Action

Name	Field Type	User Forms	Agent Forms	ID
<input type="checkbox"/> Request type	Select Field	IT Support	IT Support	1
<input type="checkbox"/> Business Area	Select Field		IT Support	11
<input type="checkbox"/> Start Date	Date			18
<input type="checkbox"/> Joiner Name	Single-line Text		IT Support	19
<input type="checkbox"/> Priority	Select Field	Complaints	Complaints, IT Support	49
<input type="checkbox"/> What are you hoping to get in touch a...	Select Field	Default	Default, Finance	61
<input type="checkbox"/> Account Number	Number	Default, Finance	Default, Complaints, IT Support, Finance	71
<input type="checkbox"/> What is your complaint regarding?	Select Field	Complaints	Complaints	72
<input type="checkbox"/> Supporting Documentation	File			81

Rows per page: 100 1-37 of 37

For some items such as Statuses, you may need to select the item, and the ID will then be visible in the top right-hand corner of the menu:

Edit: Awaiting User id: awaiting_user

The Awaiting User status means the ticket is waiting for the user to reply

Ticket count: 29

After ticket has been awaiting user for 1 weeks

Send the user an email when they have left their ticket open for some time. Typically these are alerts to tell the user to reply to their tickets, but you can also perform other actions.

Then the following actions will run

Send email to user

Templates: Ticket Awaiting Warning Edit temp...

To: Email only ticket owner

From name: Helpdesk name

From email: The account set on the ticket

Add headers