Deskpro

ticket fields possible issues Finished

- Mike Offenbecher
- **Forum adı:** #Bug Report

<p>When you create custom layouts for tickets. Is there a way to have the ticket show up on the agent side in the same order as it is setup when filling out the ticket. It seems to rearrange the items.

 Also when you add a Multi-Select Box and have multiple choices only one choice shows up to the agent. It also only shows 1 choice to the user after they submit even though they might have selected 2 choices.</p>

Yorumlar (2)

Christopher Nadeau

11 yıl önce

The multi-select issues have been resolved for our next build. The layout options on agent ticketview is a limitation at the moment. We'll address this soon in one of the upcoming builds.

Chris Padfield

9 yıl önce

This is fixed in the current release.