

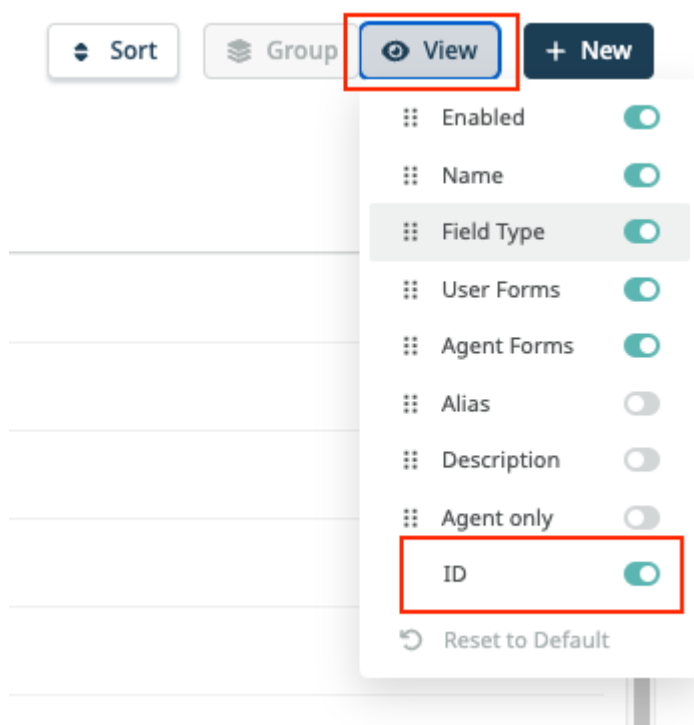
How do I find the ID number of a Deskpro field or other item?

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

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

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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:

