

How can I make agents record a solution for each ticket?

Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

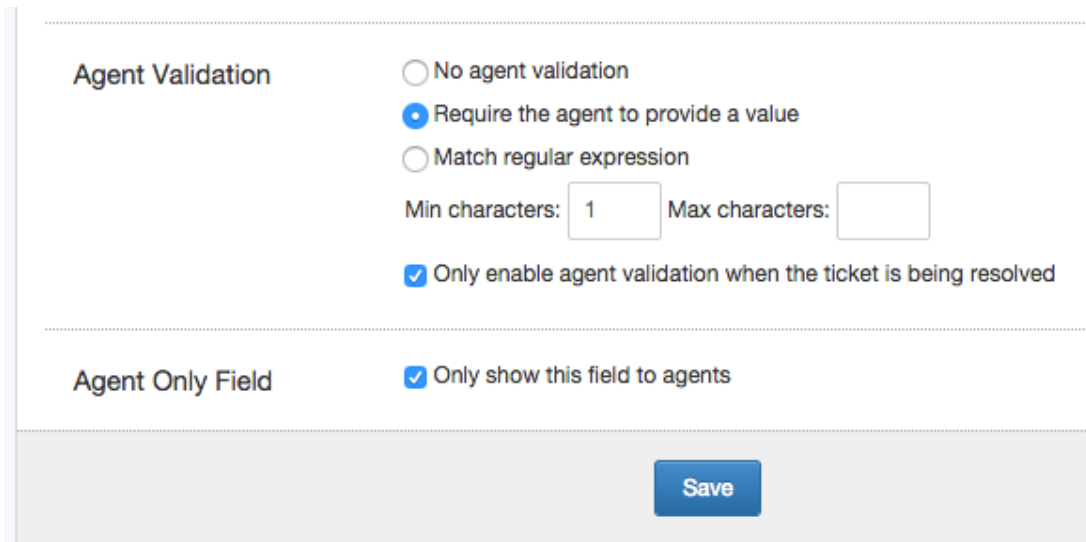
Question:

I would like to make my agents record how each ticket was resolved. Is there a way to add a compulsory 'Solution' field to Deskpro that is required to resolve a ticket?

Answer:

You can implement this easily using a custom ticket field.

1. Go to **Admin > Tickets > Fields**.
2. Click **Add**.
3. Select a **Single-Line Text Box** or **Multi-Line Text Box** depending on how long a description you want agents to enter (or you could create a multiple-choice field using **Predefined Choices**).
4. Select **Require the agent to provide a value** and **Only agent validation when the ticket is being resolved**.
5. You don't want users to see this field on the portal, so select **Only show this field to agents**.



The screenshot shows the configuration options for a custom ticket field. It is divided into two sections: "Agent Validation" and "Agent Only Field".

Agent Validation

- No agent validation
- Require the agent to provide a value
- Match regular expression

Min characters: Max characters:

- Only enable agent validation when the ticket is being resolved

Agent Only Field

- Only show this field to agents

At the bottom right, there is a blue **Save** button.

6. Click **Save** and head to Tickets > Departments > Layout if you would like this to only appear on tickets for certain departments.