

How do I change the fields on the ticket form?

Eloise Rea - 2023-09-19 - Comments (0) - Admin

Question:

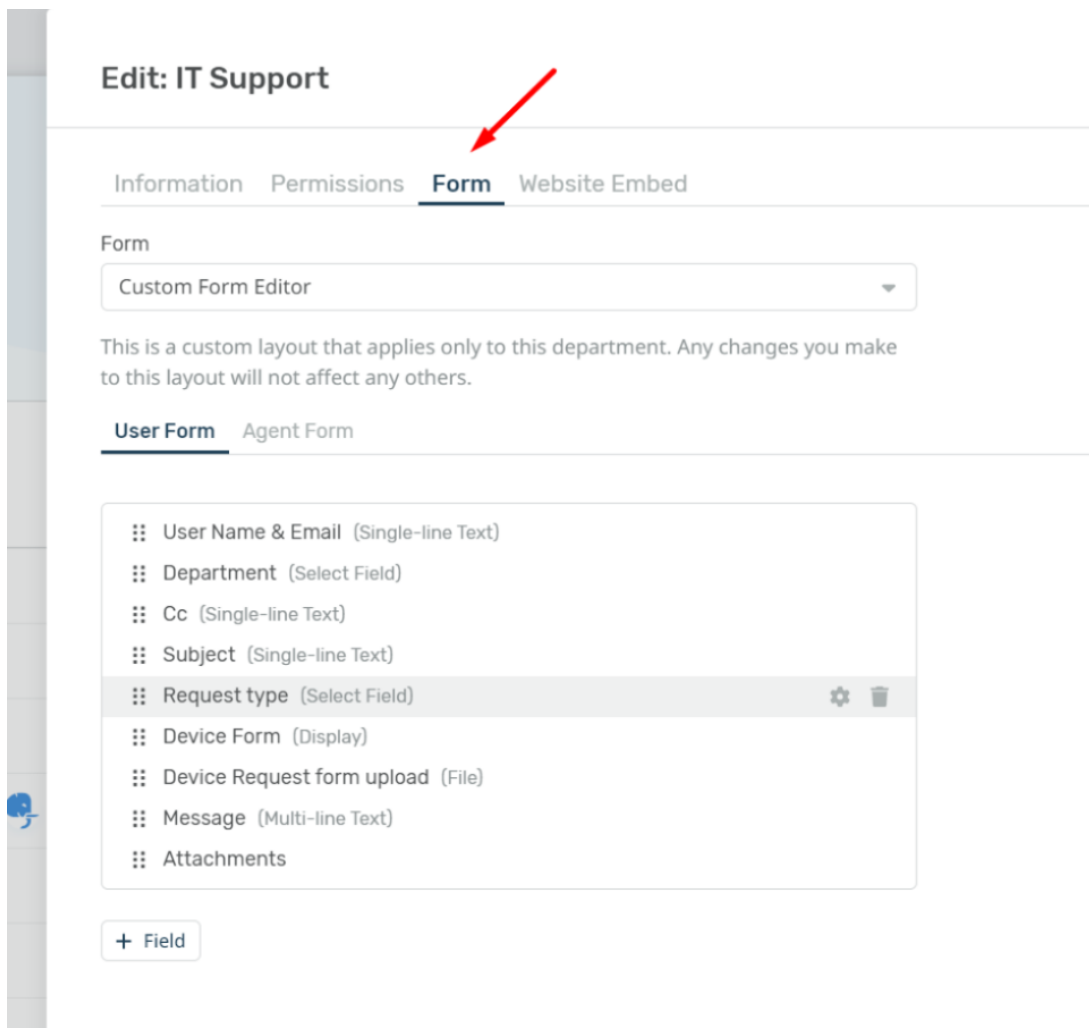
How can I change the fields displayed when a user submits a ticket from the portal?

Answer:

You can add and configure ticket fields from **Admin > Ticket Structure > Ticket Fields**

Then you edit the form under **Ticket Structure > Departments** using the **Form** tab. This function is in the **Departments** section because each department can have its own form.

This means you can request different information for a support ticket and a sales ticket.



Edit: IT Support



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)
- :: Cc (Single-line Text)
- :: Subject (Single-line Text)
- :: Request type (Select Field)  
- :: Device Form (Display)
- :: Device Request form upload (File)
- :: Message (Multi-line Text)
- :: Attachments

+ Field

Note that you use this screen to re-arrange the order of the form. There is also a separate tab for both the User and Agent form.

For more details, see [Department Forms](#) in the admin guide.