New Feature: Add Organization Fields to Ticket Forms

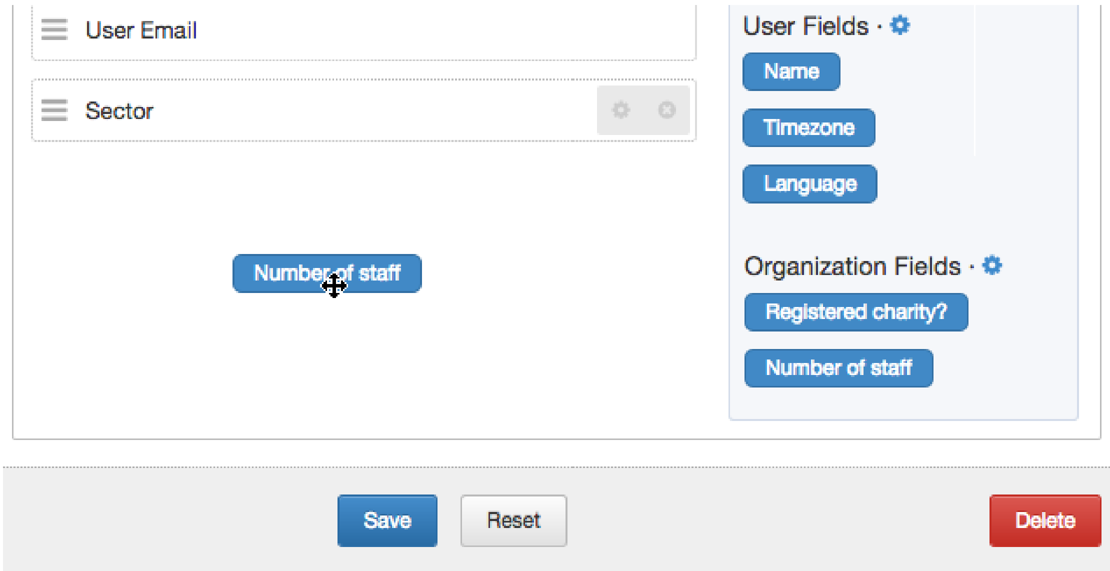
2015-05-06 - Ben Henley - Comments (0) - Product

Do you ever need a user to give you information about their organization before you can help?

You might need to know a site license code, or whether they work for a charity, or maybe you're trying to collect information about the size of each organization you support.

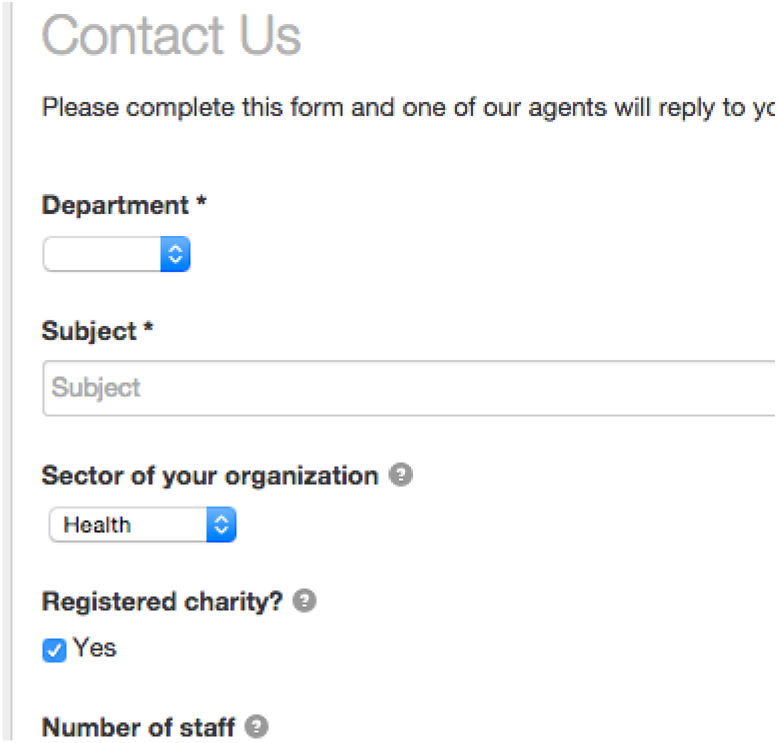
You can store all this information by adding fields to each organization's record in DeskPRO - but on a busy helpdesk, sometimes this important data ends up in ticket messages, or spread across the records of several users from the same organization.

Now you can make it easier to put information in the right place by adding organization fields to your ticket forms.



That means that when you're updating a ticket, you don't need to click away to the org record to add extra information. You just enter the information and it's added to the relevant org's record.

Even better, when users submit a ticket from the portal, they can add or update an org field (if they're logged in).



This feature is available in the latest DeskPRO update. If you're a Cloud customer, we'll be rolling it out to you over the next few days. Download administrators, you can get it now by updating your helpdesk as usual.