

Ticket Custom Fields

Ticket custom fields let you create your own fields for collecting and storing useful data for a specific ticket. Various types of fields are available, and can be required to be filled in or hidden to the user.

There are 10 available field types for ticket custom fields:

1. **Boolean** - Yes and no radio options.
2. **Checkbox** - A single checkbox.
3. **Checklist** - A list of options with a checkbox for each.
4. **Date** - A date picker.
5. **Multiple options** - A multiple select box, allowing the choice of multiple items at once.
6. **Options** - A dropdown box.
7. **Password** - A password field, useful for sensitive information.
8. **Radio** - A list of radio options, only one can be selected.
9. **Text** - A normal text input field.
10. **Textarea** - A larger field allowing more text to be written.

You may wish to change the order that the custom fields are shown, it can be done by dragging and dropping rows on the grid to the order you prefer.

It's possible to filter custom fields based on their name and other options:

1. Visit **Settings -> Tickets -> Custom Fields** and click "Filter Results".

2. Search terms:

1. **Name** - It is possible to search for partial names. For example, you could find "Hostname" by searching for "host" or "nam".
2. **Depends On** - If the field depends on another custom field and option to be displayed.
3. **Type** - The field type (see [redacted]). The drop-down list is populated based on the contents of the table.
4. **Required** - If the field is required when creating a ticket in the frontend.
5. **Public** - If the field is visible in the frontend to users or for operators only.
6. **Encrypted** - If the field value is encrypted in the database after saving, operators will see the unencrypted value.
7. **Purge On Close** - If the field value is deleted when the ticket is considered resolved (status changed to closed).
8. **Locked** - If the field value cannot be changed by the user once it has been set, operators will be free to change it.

3. The table will be filtered automatically as you enter search terms.

To create a new custom field, or update an existing custom field, please follow the following steps.

1. Visit **Settings -> Tickets -> Custom Fields**. If you're creating a new custom field click "Add Ticket Custom Field", or if you're updating an existing custom field, find the field and click the edit (pencil) icon on the right side of the table row.
2. Complete the input fields:
 1. **Name** - The name of the custom field that may be

visible to users in the frontend.

2. **Description** - A description of the custom field that will be appear below to help users in the frontend.

1. **Depends On** - Set the custom field to show only if another custom field is set to a specific option. Only works with Options type custom fields.
2. **Type** - The custom field type (see []). Please note that the type cannot be changed once values exists in the database for this custom field.
3. **Options** - If the type is Checklist, Multiple Options, Options or Radio Buttons, a list of available options must be created.

1. **Required** - If the custom field must be filled out when creating a ticket in the frontend.
2. **Public** - If the custom field is visible to users when creating and updating a ticket on the frontend. Toggle to show only to operators.
3. **Encrypted** - If the type is Password, Text or Textarea, the custom field value may be encrypted in the database when it is saved. This is useful for sensitive data such as passwords and personal information. The values will show unencrypted to operators, but will not show again to users.
4. **Purge On Close** - If the custom field value should be deleted when the ticket is considered resolved (status changed to closed).
5. **Locked** - If the custom field value cannot be changed once it has been entered by the user. This only applies in the frontend, operators will be free to edit the field.

3. Click the "Submit" button.

Deleting a custom field is an irreversible action. When deleting a custom field, all associated values will also be permanently removed.

If you prefer not to permanently remove the values associated with a custom field, we recommend to simply toggle the public setting on the custom field.

To delete a custom field, follow the below steps:

1. Visit **Settings -> Tickets -> Custom Fields**.
2. Search for the custom field you wish to delete (see [redacted]).
3. Click the delete (cross) icon located on the right of the table.
4. Click on the left button, "Yes, Delete Ticket Custom Field", that pops up confirming you would like to delete this custom field and it will now be deleted.

Online URL: <https://docs.supportpro.vn/article/ticket-custom-fields-91.html>