

Support Ticket System

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### Custom Form

Update custom form section

Custom forms are used to allow custom data to be associated with tickets

Title: Ticket Details x

Instructions: Please Describe Your Issue

User Information Fields more information here

Label	Type	Internal	Required	Variable	Delete
Email Address	Short Answer	<input type="checkbox"/>	<input checked="" type="checkbox"/>	email	<input type="checkbox"/>
Full Name	Short Answer	<input type="checkbox"/>	<input checked="" type="checkbox"/>	name	<input type="checkbox"/>
Phone Number	Phone Number	<input type="checkbox"/>	<input type="checkbox"/>	phone	<input type="checkbox"/>

Form Fields fields available for ticket information

Sort	Label	Type	Internal	Required	Variable	Delete
#	Issue Summary	Short Answer	<input type="checkbox"/>	<input checked="" type="checkbox"/>	subject	<input type="checkbox"/>
#	Issue Details	Thread Entry	<input type="checkbox"/>	<input checked="" type="checkbox"/>	message	<input type="checkbox"/>
#	Priority Level	Priority Level	<input type="checkbox"/>	<input type="checkbox"/>	priority	<input type="checkbox"/>
#	Department	Departments	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Department	<input type="checkbox"/>
#	CC user	Short Answer	<input type="checkbox"/>	<input type="checkbox"/>	ccuser	<input type="checkbox"/>
+		Short Answer	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
+		Short Answer	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

Internal Notes: be liberal, they're internal

This form will be attached to every ticket, regardless of its source. You can add any fields to this form and they will be available to all tickets, and will be searchable with advanced search and filterable.

### Ticket Details

Please Describe Your Issue

Issue Summary:

Issue Details: Draft Saved

*Details on the reason(s) for opening the ticket.*

Attachments:  Browse...

Priority Level:

Department:

CC user:

*Do you want another staff to be in copy of this ?*

Create Ticket Reset Cancel

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