

Properties : Type

Default

Behavior

For Agents

- ☒ Required when submitting the form
- ☒ Required when closing the ticket

For Customers

- ☒ Display to customer
- ☒ Customer can edit
- ☒ Required when submitting the form

Label

Type

Type of Support Case

Dropdown Items

- ☒ General
- ☒ Issue
- ☒ Customer Alerts
- ☒ For CoreView Use Only

Solution Hyperlink

In any custom field, offer the ability to include a short help description that may include a hyperlink to a Solution Article or Forum Topic. This would help us provide inline instructions to the customer completing a ticket.

+ Add Item

CANCEL

DONE

Submit a ticket

Subject *

Requester *

billy.bob@mycompany.com

Type of Support Case *

...

[View Solution](#)

Functional Area

...

If an Agent adds a hyperlink to a custom field, then a "View Solution" link would be displayed.