Properties : Type

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

Help Description

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 *   ⋯ ▼   ⚠

If an Agent adds a description to a custom field, then this icon (or whatever you choose to implement) would display and then the customer clicks on it, the help text will be displayed.

Functional Area   ⋯ ▼