

Custom Fields

Custom fields are used to enter metadata about a ticket. They enable you to add more details about a ticket to speed up the ticket resolving process. ProProfs Help Desk allows you to create various types of custom fields based on your needs.

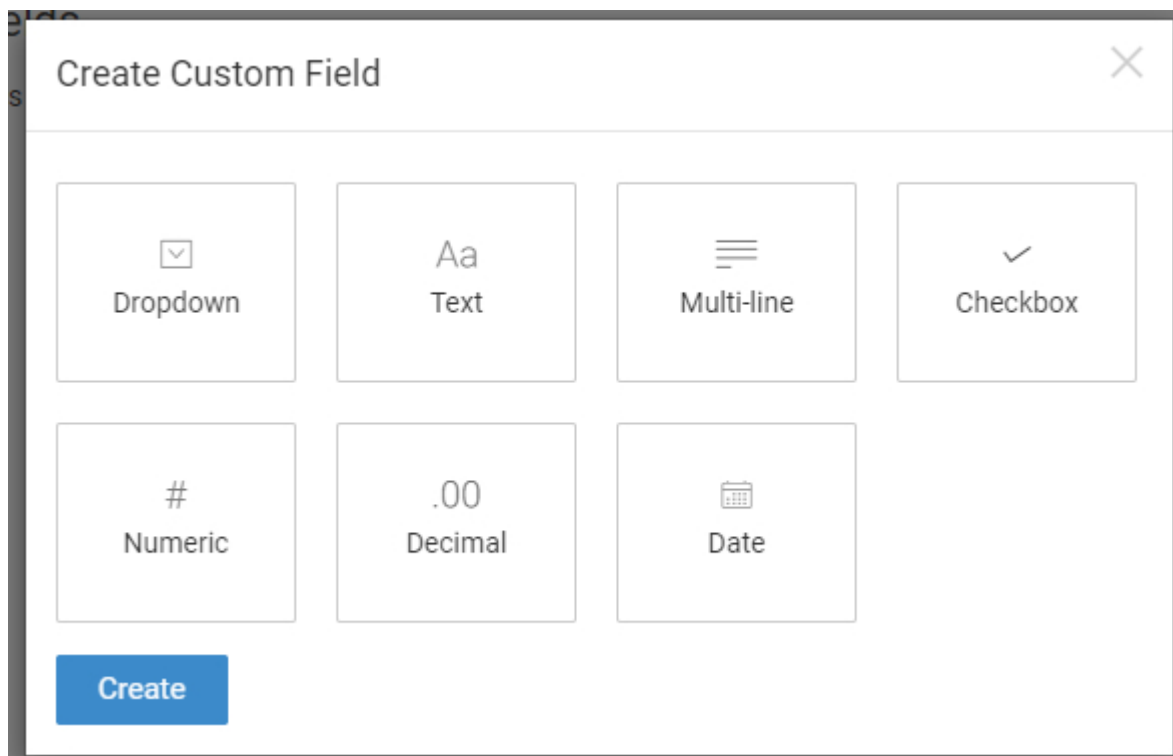
For example, you can create a custom field about software bugs and your team can use the custom fields to specify the type of bug even before the ticket is assigned to a member.

The following topics will be discussed in this article:

- [Types of Custom Fields](#)
- [How to Create Custom Fields](#)
- [How to Use Custom Fields](#)

Types of Custom Fields

There are seven types of custom fields that can be created in ProProfs Help Desk.

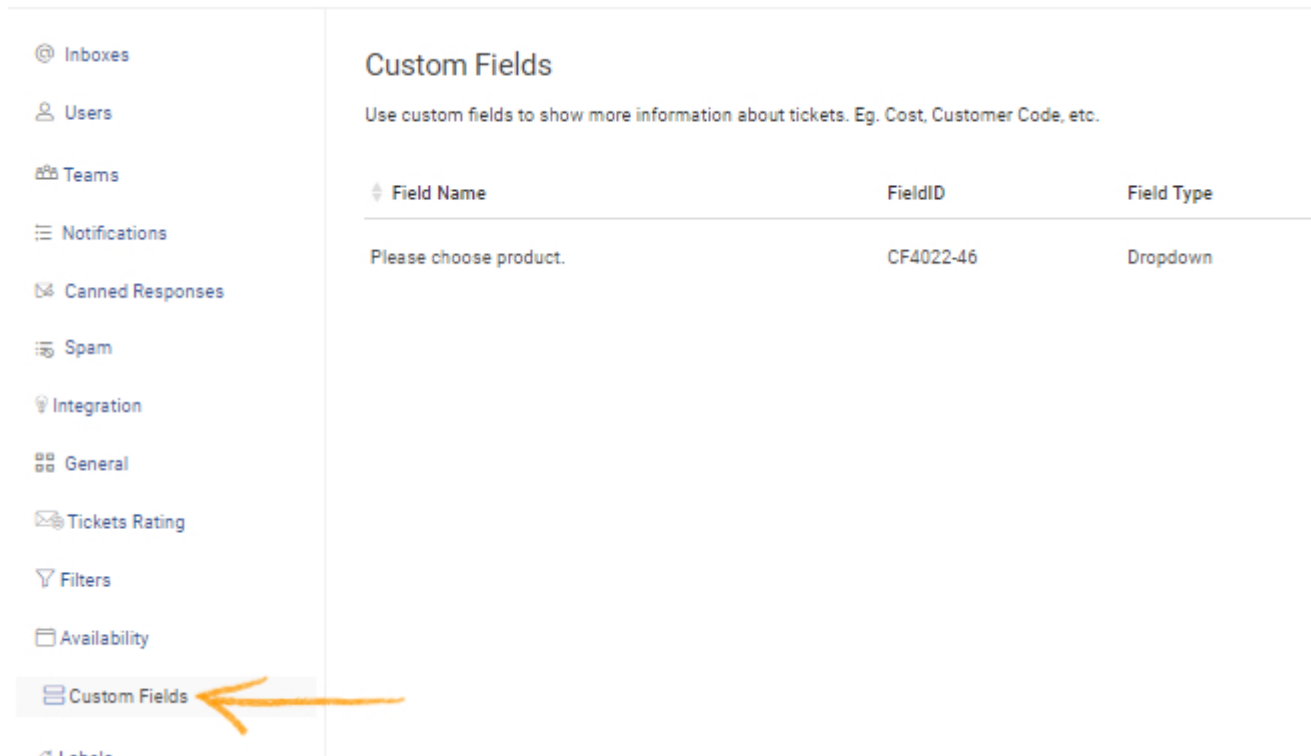


- **Dropdown:** This is used to create a dropdown menu.
- **Text:** This is used to add a single line of text information on a ticket.
- **Multi-Line:** This is used to add multiple lines of text information on a ticket.
- **Checkbox:** This is used to create a checkbox menu for tickets.

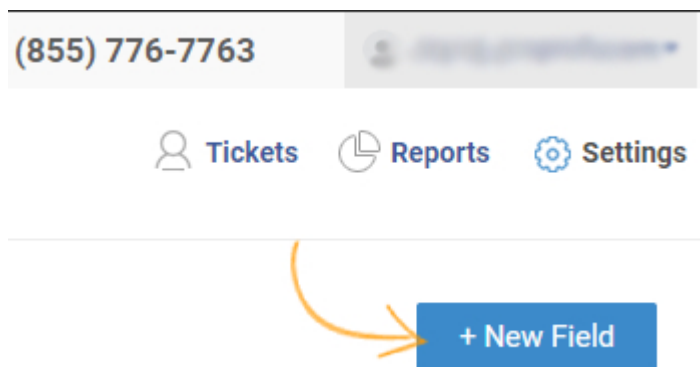
- **Numeric:** Used to enter a relevant numeric value for a ticket. For example, the estimated price of a Product.
- **Decimal:** Used to enter a relevant decimal value for a ticket.
- **Date:** Used to enter the date.

How to Create Custom Fields

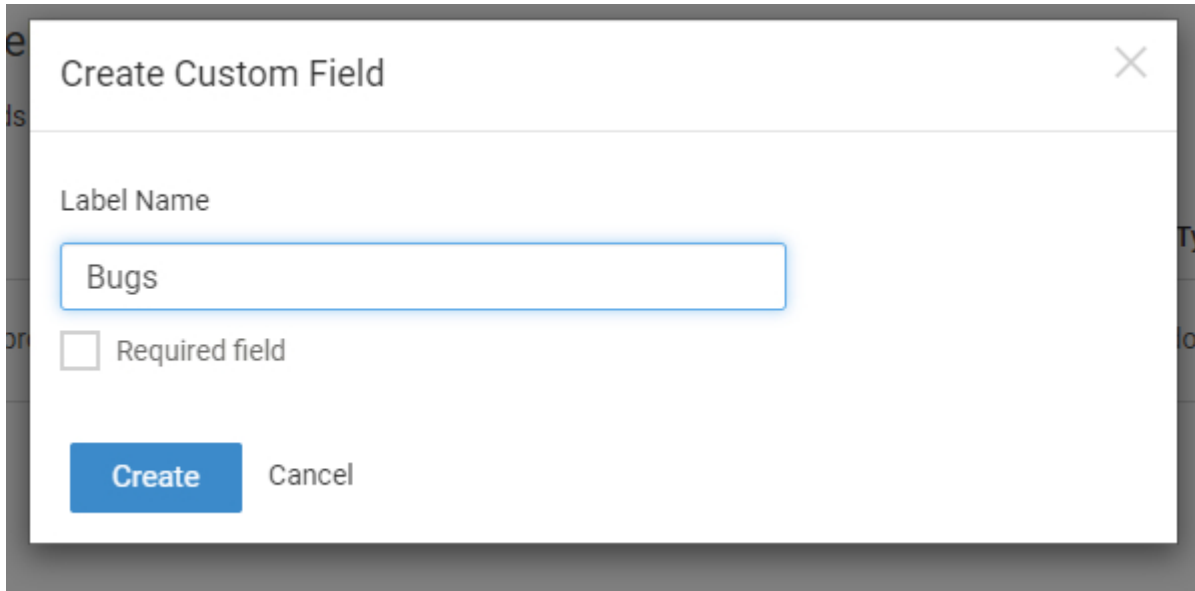
Step 1: Go to **Settings >> Custom Fields.**



Step 2: Click on **+New Field** and select the type of custom field you want to create.

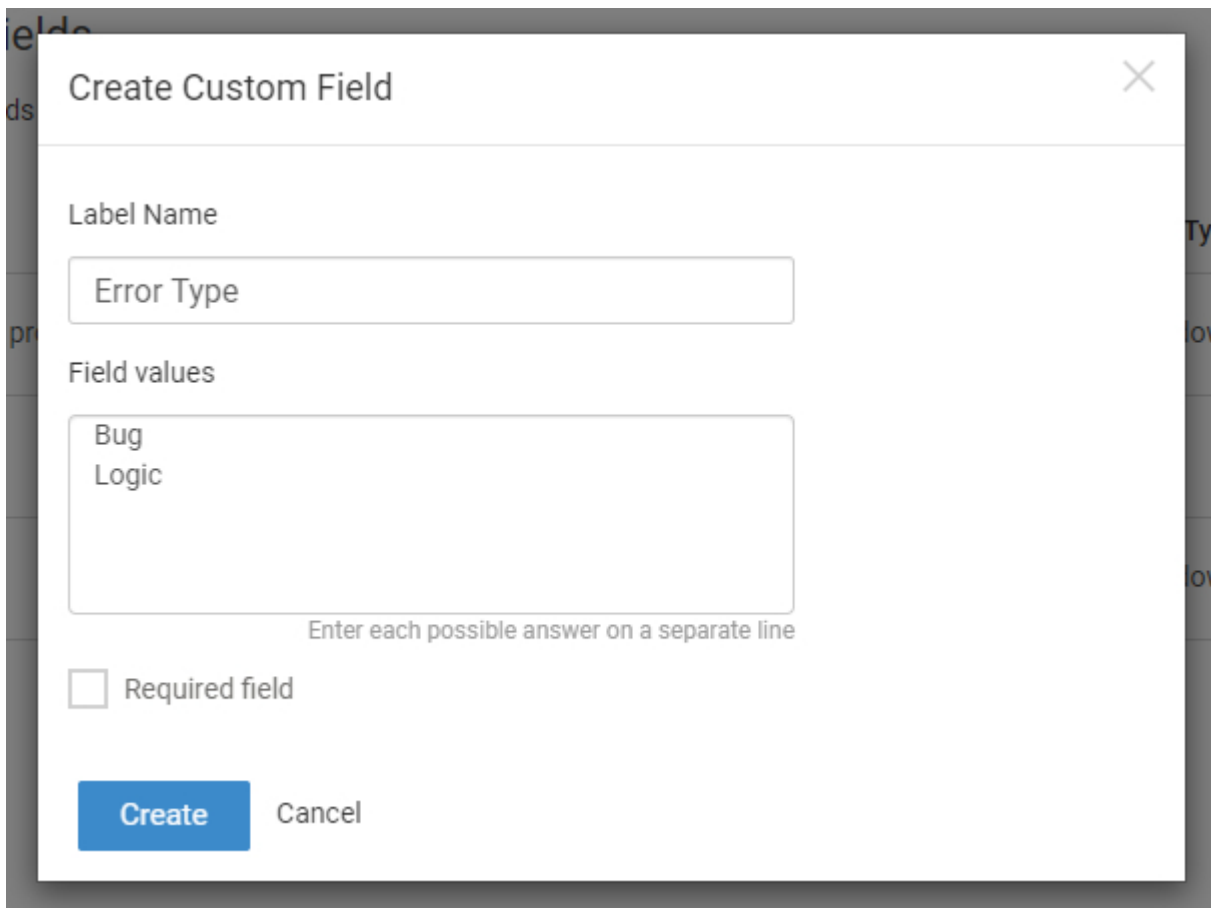


(i) Enter the **Label Name.**



The screenshot shows a dialog box titled "Create Custom Field" with a close button (X) in the top right corner. Below the title bar, there is a "Label Name" section with a text input field containing the word "Bugs". Underneath this is a checkbox labeled "Required field" which is currently unchecked. At the bottom of the dialog, there are two buttons: a blue "Create" button and a "Cancel" button.

(ii) For **Dropdown** and **CheckBox**, you also need to enter **Field Values**. These act as the multiple options that can be selected.



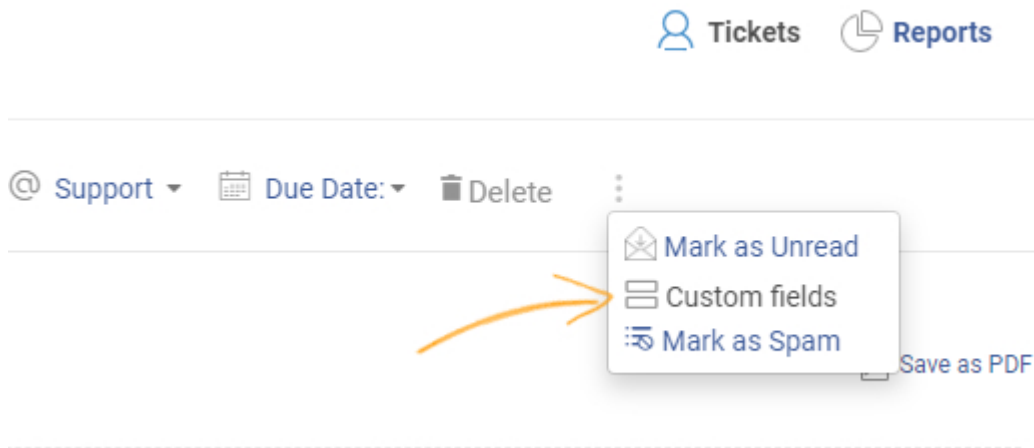
The screenshot shows a dialog box titled "Create Custom Field" with a close button (X) in the top right corner. Below the title bar, there is a "Label Name" section with a text input field containing the text "Error Type". Below this is a "Field values" section with a text area containing the words "Bug" and "Logic" on two separate lines. Below the text area is the instruction "Enter each possible answer on a separate line". Underneath this is a checkbox labeled "Required field" which is currently unchecked. At the bottom of the dialog, there are two buttons: a blue "Create" button and a "Cancel" button.

Step 3: If the field is required for every ticket, check the **Required field** box. Once done, click on **Create**.

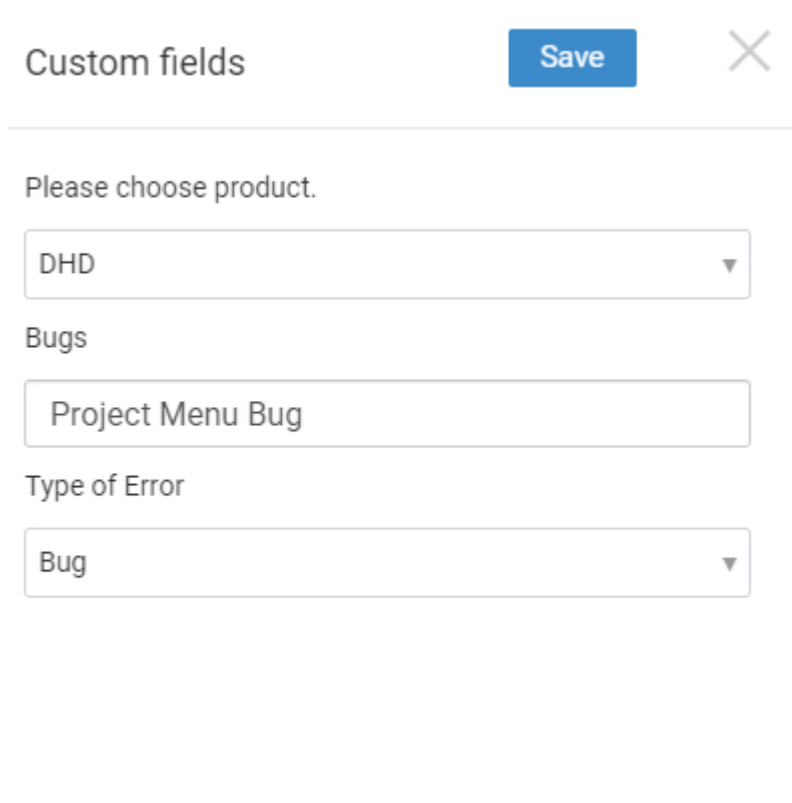
How to Use Custom Fields

To use a custom field, follow the steps given below:

Step 1: Click on **More** and select the **Custom Fields** option.



Step 2: In the side menu that appears, fill the fields you want to and click on **Save**.

A screenshot of a 'Custom fields' form. At the top left is the text 'Custom fields'. To its right is a blue 'Save' button and a grey 'X' icon. Below this, there is a section titled 'Please choose product.' with a dropdown menu containing 'DHD'. Underneath is a section titled 'Bugs' with a text input field containing 'Project Menu Bug'. Below that is a section titled 'Type of Error' with a dropdown menu containing 'Bug'.

Related Articles:

- [How to Create Filters?](#)
- [How to Create Canned Responses?](#)
- [How to Setup Email Notifications?](#)