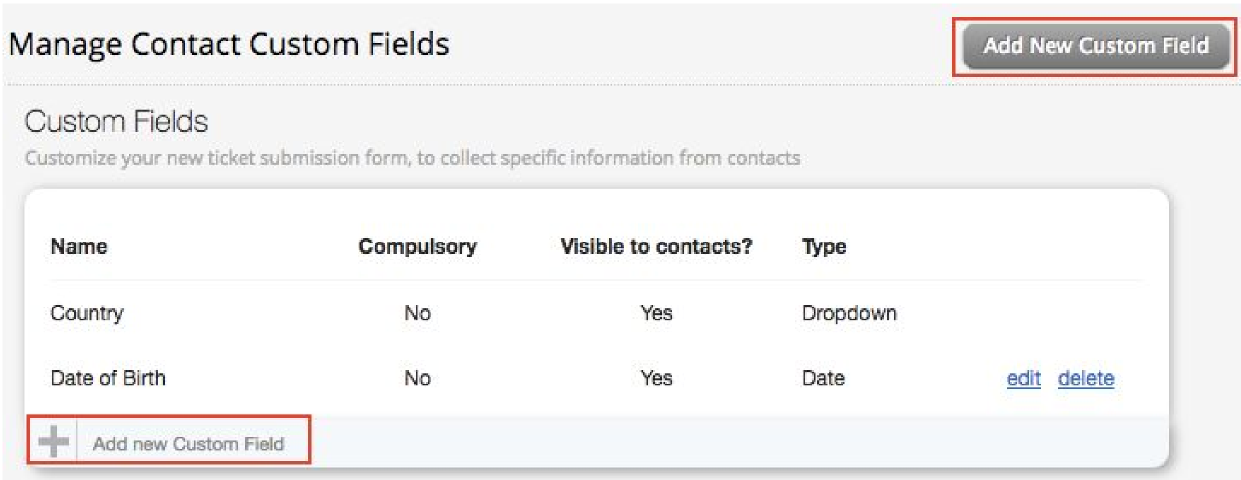
HappyFox lets you customize your ticket submission form by adding contact fields to collect customer information that is unique to your business.

Create contact fields :

1. Login to you HappyFox account and navigate to Contact Fields under the Manage Tab.
2. Click on the **Add New Custom Field** button.



3. Provide the name of the custom field and choose the type of the field from the dropdown box.

One of the most important field types you can use in HappyFox is the Dropdown/Dependent type, which lets you create a multi-level hierarchy that is dependent on the user's choice in the previous level. You can learn more about it in here.

4. You can choose to make this field either visible only to staff members or to the client as well depending on your workflow. Specify whether the field is compulsory/mandatory or not (which decides if the agent/customer needs to fill in the field before submitting the form).
5. Click on Save Settings to confirm the custom field addition.

You can now see that your ticket submission form has been customized and the new contact field is added to the form.

Edit contact fields :

1. Hover over the contact field you wish to edit and click “Edit”.
2. Make the necessary changes and click “Save Settings” to confirm

Delete contact fields :

1. Hover over the contact field and click “delete”.
2. In the dialog box then appears, confirm the delete operation.

Deleting a contact field will remove all values that contacts have provided on their tickets, against this specific contact field.

Re-order contact fields :

By default the custom fields are displayed in the ticket submission form in the order of creation. If you want to **customize the order** of display,

1. Scroll down to Custom Fields Display Order.

2. Click and drag custom fields up and down the display order. When you are done, Click on “Update Order” to confirm the order change.

The Contact Fields will be reordered in your ticket submission form.