Collecting more information, beforehand, on an issue faced by your customer will help you address the issue fast. HappyFox lets you customize your ticket form by **adding extra fields**.

1. Login to you HappyFox account and navigate to "Ticket Fields" under the "Manage" tab.

2. Under "Manage Ticket Custom Fields", click "Add New Custom Field" button or the Plus button at the bottom.
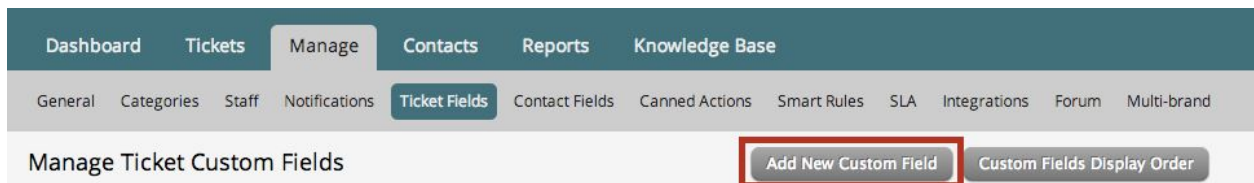
3. Provide the name for the custom field and choose the type of the field from the dropdown box.

4. You can make this field dependent on the value of some other custom field thereby establishing a parent-child relationship between fields.

5. You can choose to make this field either visible to only staff members or to the client as well.

6. You also have the option of making this field a compulsory field.

7. You can then choose whether the field is "Compulsory on Completed" (i.e. the field can be left empty initially, but must be filled at the time of closing the ticket).

8. Finally, select the categories to which the ticket field must be associated to and click "Save Settings" to create a new ticket field.

You can now see that your ticket submission form has been customized and the new ticket field has been added to the form.
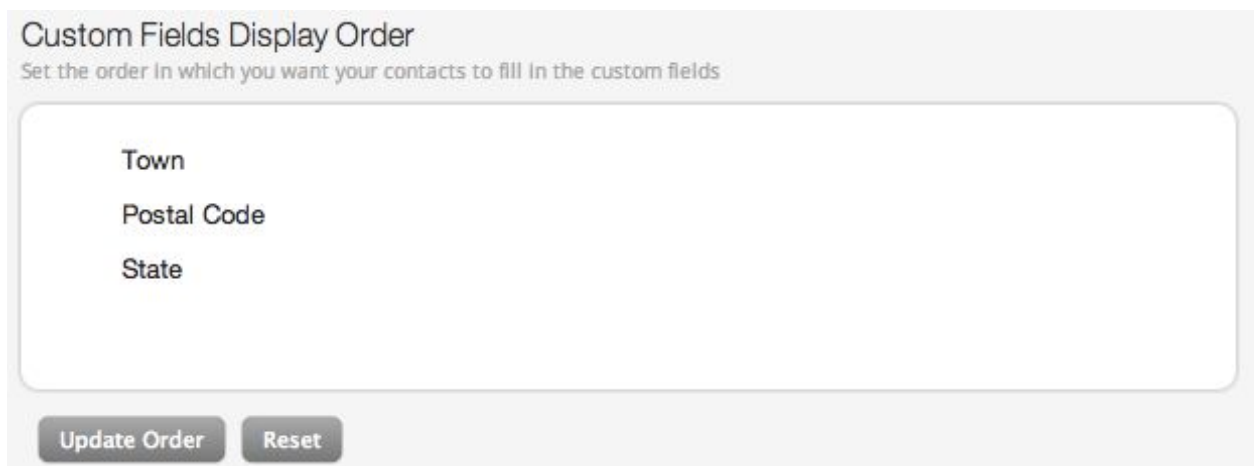
To **edit** a Ticket Field, in the "Manage Ticket Custom Fields" page hover over the ticket field you wish to edit and click "Edit".

Make the necessary changes and click "Save Settings" to confirm.

Please note that you will not be able to change the custom field type(text/dropdown etc.), once the custom field is created.

To **delete** a Ticket Field, hover over the ticket field and click "delete". In the dialog box that appears, confirm the delete operation. Deleting a ticket field will remove all values that contacts have provided on their tickets, against this specific ticket field.☐By default the custom fields are displayed in the ticket submission form in the order of creation.

To customize the order of display, please click on '**Custom Fields Display Order**' button.

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

Custom Fields Display Order
Set the order in which you want your contacts to fill in the custom fields

> Town
>
> Postal Code
>
> State

[Update Order] [Reset]

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