Custom Fields

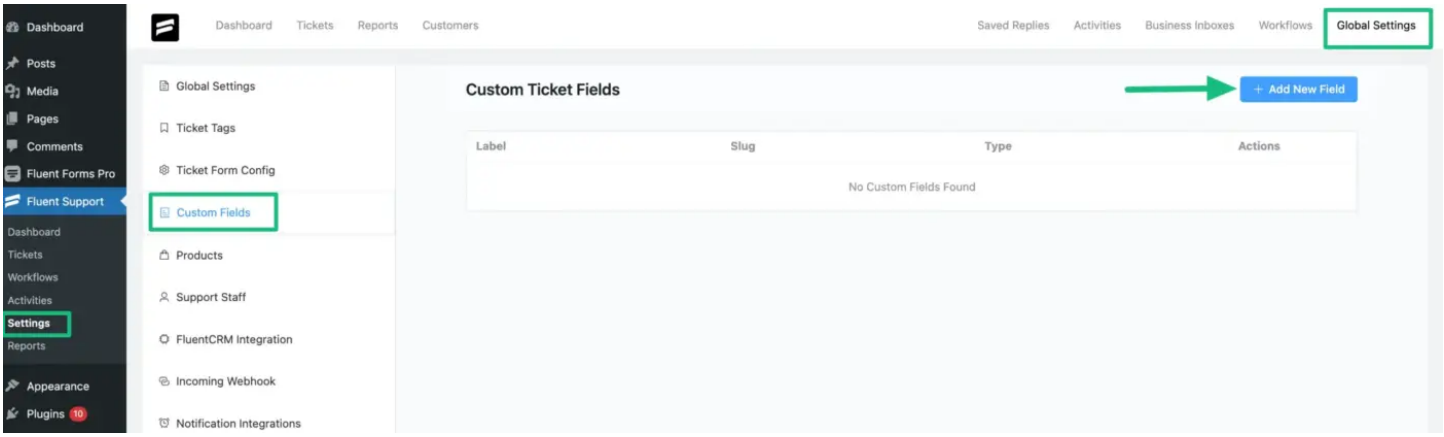
Productivity · https://fluentsupport.com/docs/conditional-custom-fields/

Custom fields are an advanced WordPress feature in **Fluent Support** that allows support agents to add extra information/fields to their ticket submission forms or other submission fields to organize the tickets more sophisticatedly.

Custom Fields in Fluent Support

To learn how to use **Custom Fields** on your customer **Support Portal** in **FluentSupport**, follow the steps with screenshots below —

Go to **Global Settings** or **Settings** from the **Fluent Support Dashboard**, select **Custom Fields**, and click **+ Add New Filed**.

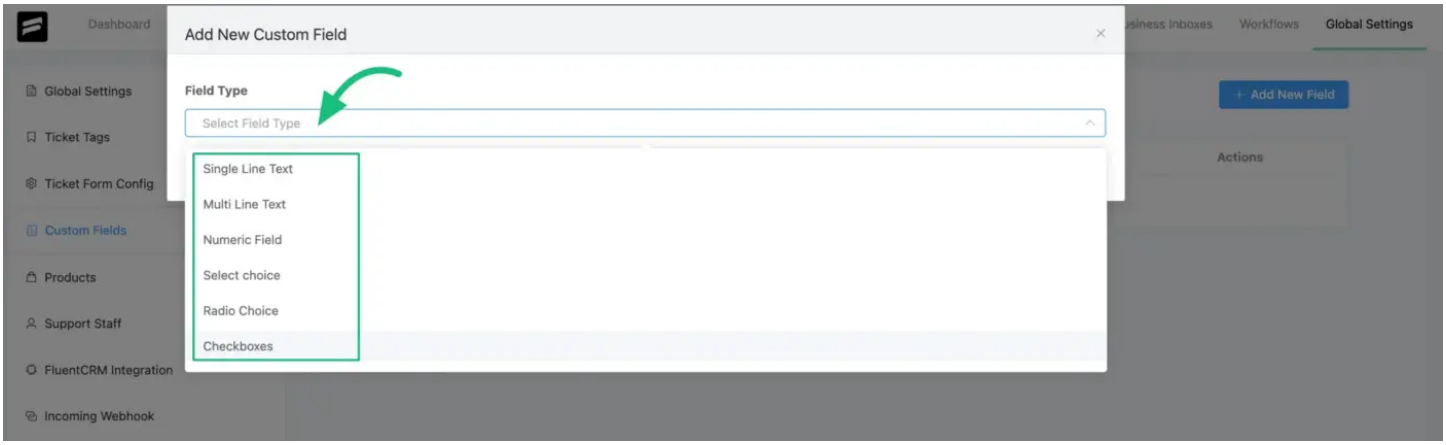


Choose the **Field Type** from the dropdown menu that suits your needs and click the **Add** button and a popup page will appear.

You will get the following **Field Types** from the Dropdown List –

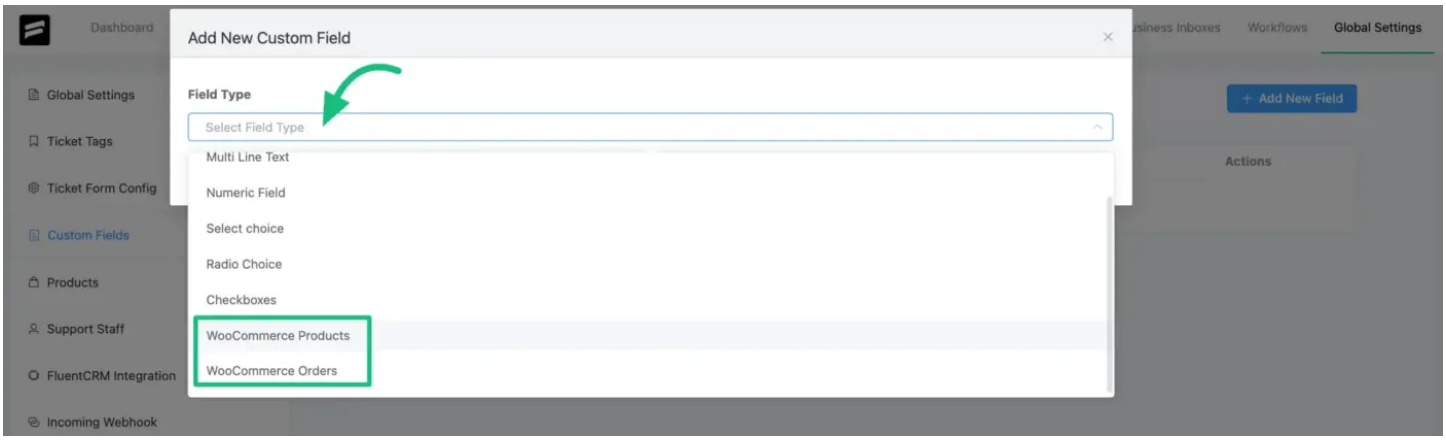
- **Single Line Text**: Used for one-liner entries

- **Multi-Line Text**: Used for descriptive information
- **Numeric Fields**: Used for numerical inputs
- **Select Choice**: Used for multiple fixed inputs as choices
- **Radio Choice**: Used for radio button choices
- **Checkboxes**; Used for multiple/single tick inputs



You will also get all your **Integration** related **Field Types** from the **Dropdown List** –

For example, as I've integrated **WooCommerce** with **Fluent Support** in this site, it is showing **WooCommerce** related two **Field Type** from where I can choose anyone according to the needs.

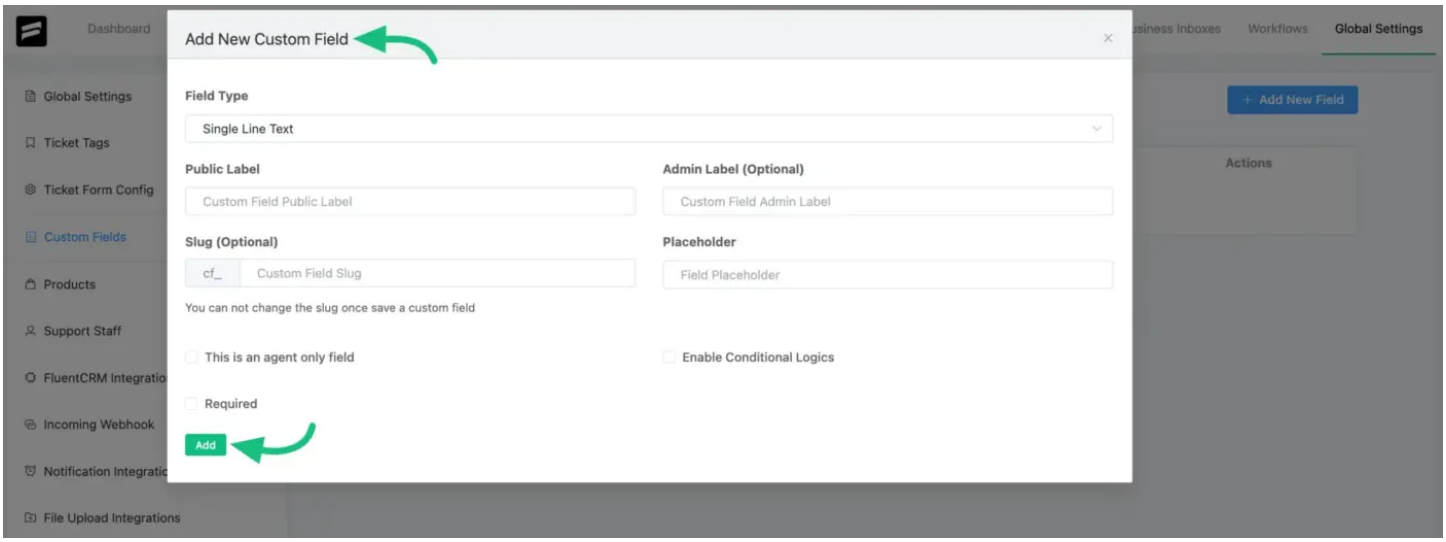


Now, configure all the additional fields according to your necessity and click the **Add** button.

You will get the following **Fields** on the **Add New Custom Field** popup page–

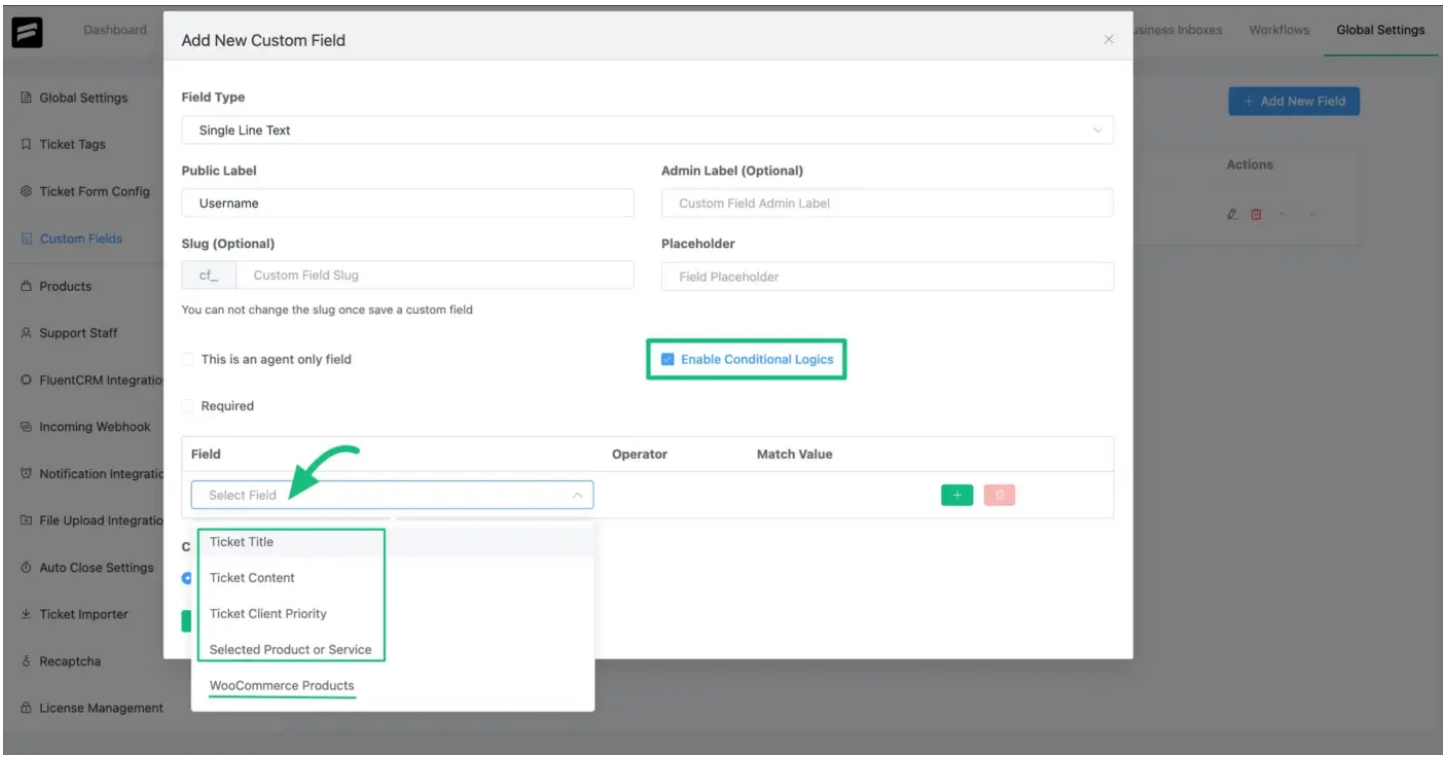
- **Public Label**: Used to name the field for general users in the Fluent Support interface.

- **Admin Label (Optional)**: These are similar to Public labels but are only visible to Administrators.
- **Slug (Optional)**: Slugs can be used to call up custom fields in code.
- **Placeholder**: This is the default text that will appear as instruction until any input is entered in the field.
- **This is an agent only field**: Use this to visible the Custom Field only to support agents.
- **Enable Conditional Logic:** Use this if you want any field to show only in specific situations based on specific conditions that you will set.
- **Required**: Use this to make the Custom Field mandatory for users to submit their tickets.



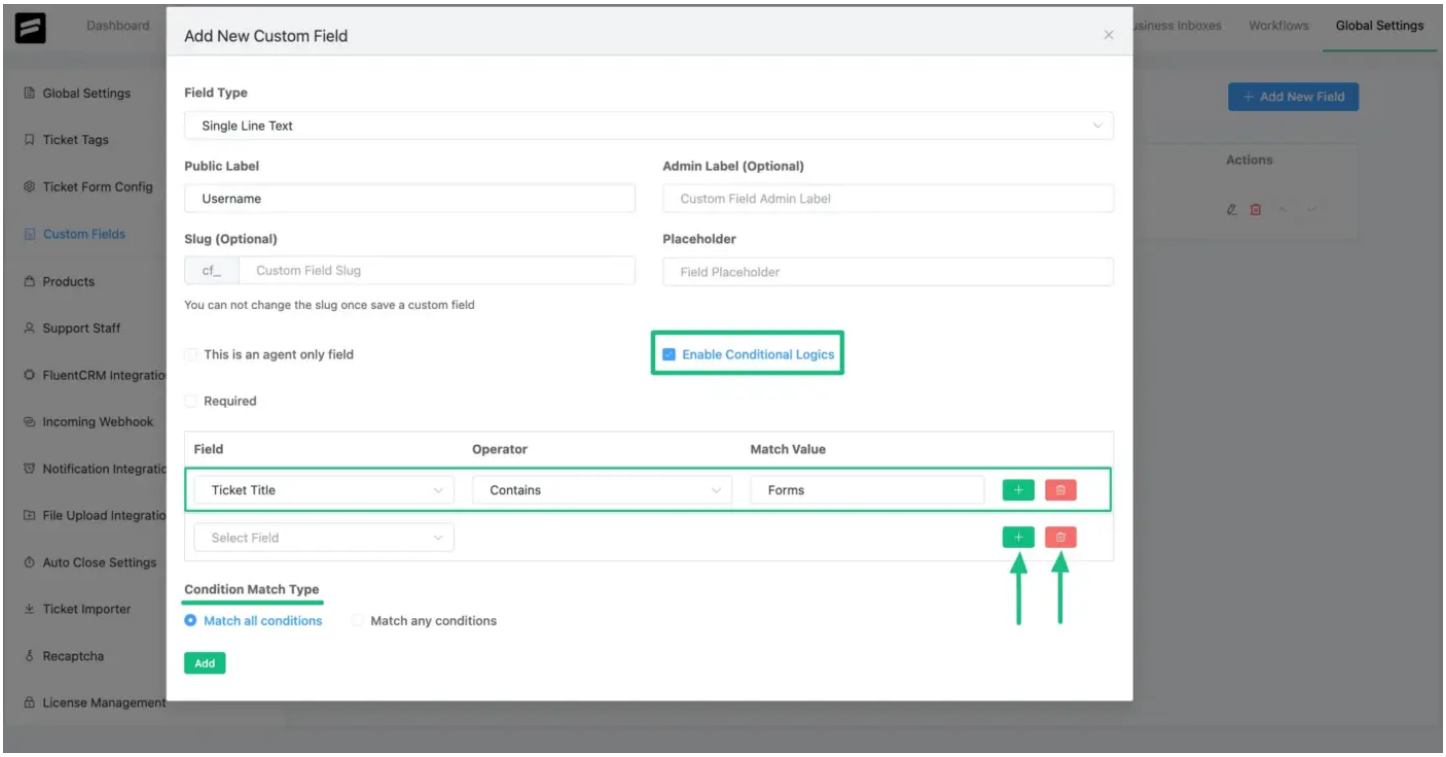
Here, you will get the following **Options** to set **Conditions.**

- **Ticket Title**: Content entered in the ticket title field
- **Ticket Content**: Content entered in the ticket body
- **Ticket Client Priority**: Priority status set by Client, i.e., Customer.
- **Selected Product or Service**: Product or Service as declared by the customer.
- **Existing Custom Fields:** Any custom fields that you've created before.

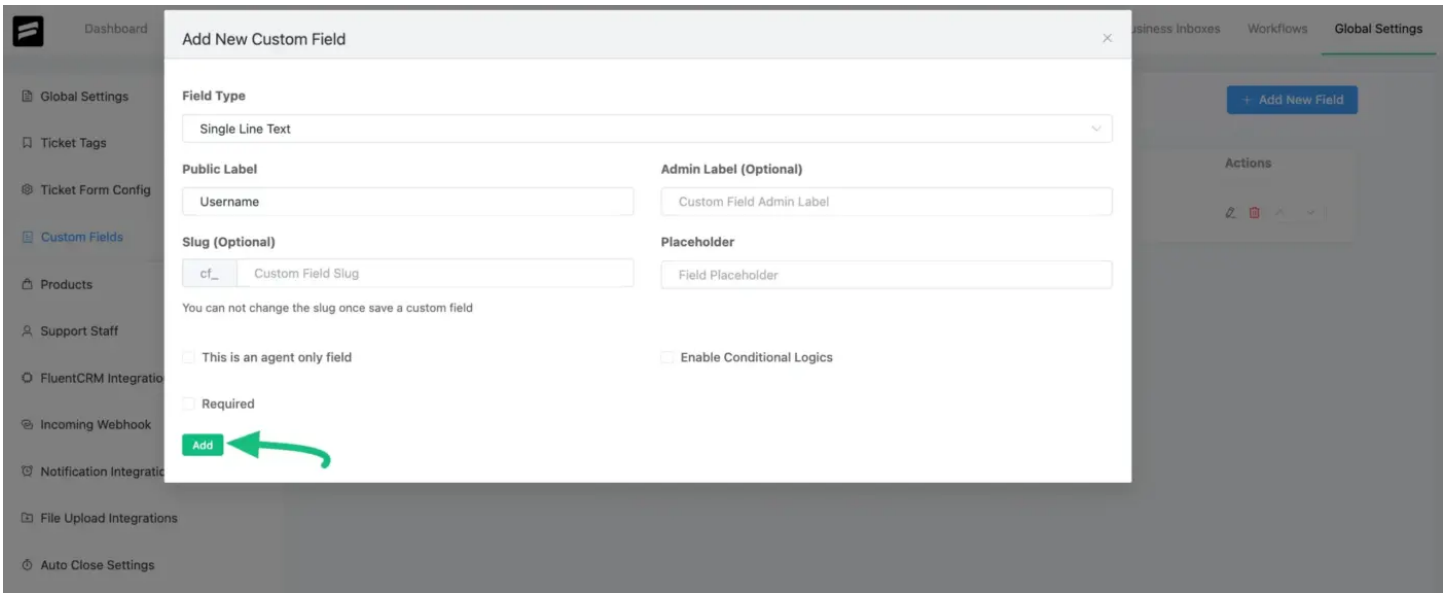


For example, I set the condition as “**Ticket Title** that **contains Forms** word”. Now, when the users will open a **Ticket** that contains **Forms** word, only they will see this **Username** custom field in their **Ticket Submission Form.**

- You can set **Multiple Conditions** by clicking the **Green Plus Icon** or **Delete** any existing **Conditions** by clicking the **Trash Icon**.
- Also, you can customize the logical outcome by selecting whether to function if **Match all conditions** or **Match any conditions**.



Once you’re done with all the configuration, click **Add**.



Here, you can see the **Custom Field** has been added to the **Fluent Support Portal**.

‹ Back to All Tickets

Submit a Support Ticket

Subject

What's this support ticket about?

Ticket Details

Visual Text

Paragraph

Please provide details about your problem

Add Attachment

Browse File

(Supported Types: Photos, CSV, PDF/Docs, Zip, JSON and max file size: 2.0MB)

Related Product/Service

Select related Product/Service

Priority

Normal

Username



Create Ticket

If you have any further questions, concerns, or suggestions, please do not hesitate to contact our **@support team**. Thank you.