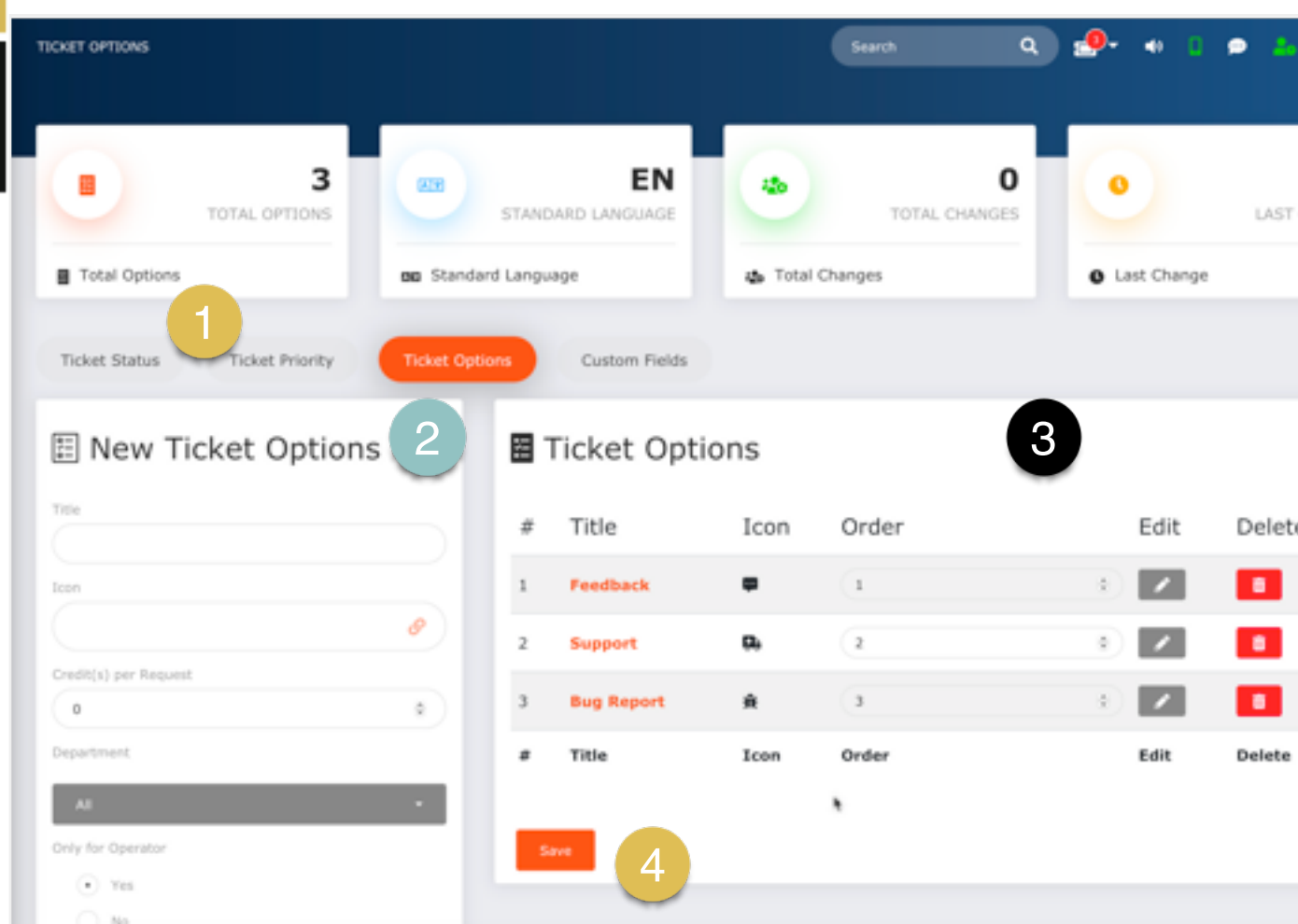# 28. Ticket Options

1
Quick access to to all custom fields areas. Ticket Status, Ticket Priority, Ticket Options and Custom Fields.
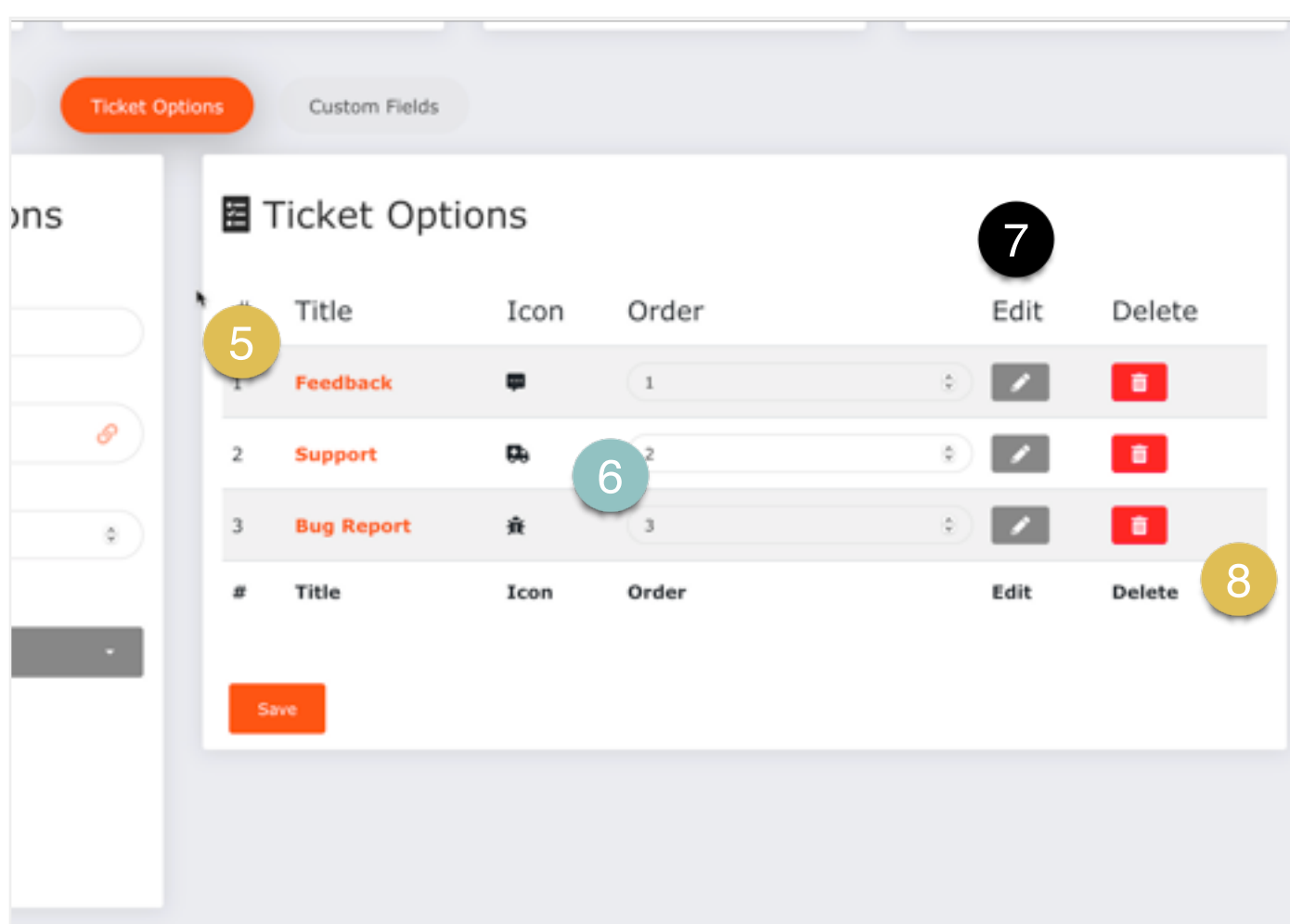
2
Create a new Ticket Option with the provided form on the left.

3
All Ticket Options are shown here, they can be re reorganised by drag and drop up or down. The order input field will be automatically updated.

4
With the "Save" button you store the new order when rearrange all Ticket Options.

5
The Ticket Option Title can be clicked, it will forward you to the edit view.

6
The Order Input field can be changed to whatever it suits you best. Easier is to drag and drop the row up or down.
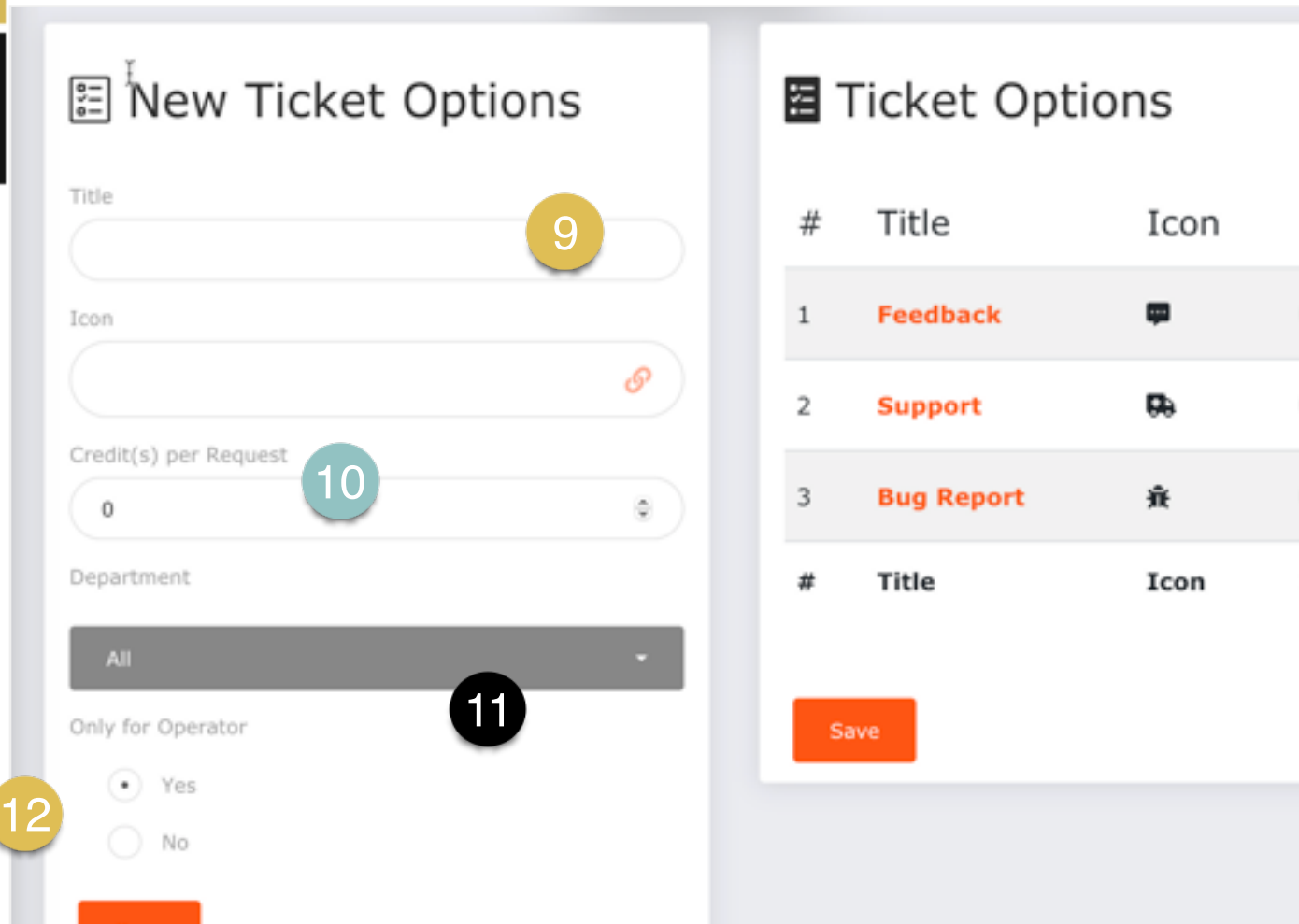
7
You can also go to the edit view by clicking on the "Edit" button.

8
You can remove Ticket Options by clicking on the "Red" button.

New Ticket Option

9
Set a title for your new Ticket Option. Set a fontawesome icon, you can use all icons as we do have a license for the PRO version.

10
When you run the system on a credit based setting, you can set a certain amount of credits. For example a VIP support request.
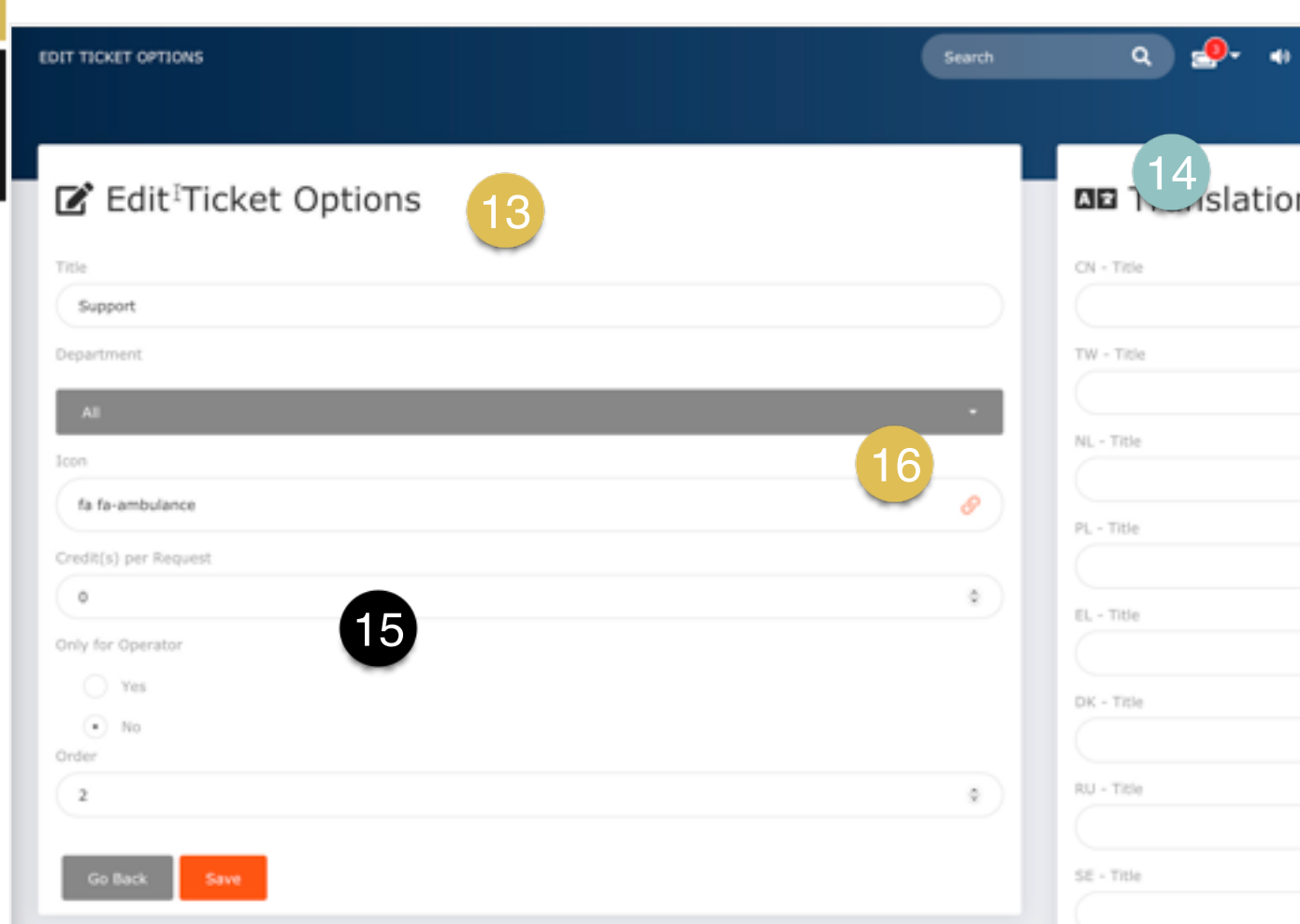
11
Select one department only, this Ticket Priority will then be only available on the selected department.

12
Select if this status is only visible for operators or if set to "No", clients can also choose this Status.

Edit Ticket Option

13
All Input fields can be edited and stored in the database by clicking on "Save" button.

14
Translation for the Ticket Priority Title is possible on the right. If no translation is set, the main language will be displayed.

15
Use credits (when set to credit based setup) for charing the customer extra when selecting this option.

16
The link the font awesome icon database can be visited by clicking on the "Link" icon. We have implement FontAwsome 5 Pro.