

StaffAPI - Custom Field Reference

Created by Unknown User (ryan.jederman), last modified by Unknown User (jamie.edwards) on 20/09/11

Custom field groups

The following table describes the possible types of custom field groups and their unique numeric values.

Group Type	Identifier	Description
User Registration	1	Presented to an end user when they register for a new account on your help desk.
User Organization	2	Presented to an end user when they create or modify a user organization.
Staff Ticket Creation	3	Presented to staff users when they create a new ticket.
User Ticket Creation	4	Presented to end users when they create a new ticket.
Staff and User Ticket Creation	9	Presented to both staff and end users when they create a new ticket.
Live Chat (pre-chat)	10	Presented to end users before they begin a live chat session.
Live Chat (post-chat)	11	Presented to end users after they complete a live chat session.

Custom field types

The following table describes the possible types of components available to store custom field information.

Field Type	Identifier	Description
Text	1	A single-line text input field.
Multi-line text	2	A multi-line text input field.
Password	3	A masked password input field.
Checkbox	4	A toggle-able checkbox field. (on/off)
Radio button	5	A set of toggle-able radio button fields (mutually exclusive)
List box	6	A list of items of which only one can be selected.
Multi-select list box	7	A list of items of which 0 to n items may be selected.
Custom	8	A user-defined custom HTML input field.
Linked Lists	9	A list of lists; used to "drill down" a selection from a matrix of possibilities.
Date	10	Unix time.
File	11	File attachment.

Custom field values

The following table describes the format used to communicate the value of a particular custom field between a server and client. All custom fields values are represented in XML as the *value* of a **field** node. Value data is *always* CDATA@wikipedia-enclosed.

Custom Field Type	Value Type	Example
Text	Plain text	<i>'Hi, this is the value of this field.'</i>
Multi-line text	Plain text	<i>'Hi, I'm a multi-line value.'</i>
Password	Plain text	<i>'aQ93kfGhaj2l001'</i>
Checkbox	XML	<pre><option id="1" selected="1" /> <option id="2" selected="0" /> <option id="3" selected="1" /> <option id="4" selected="0" /></pre>
Radio button	XML	<pre><option id="1" selected="0" /> <option id="2" selected="1" /> <option id="3" selected="0" /> <option id="4" selected="0" /></pre>
List box	XML	<pre><option id="1" selected="0" /> <option id="2" selected="1" /> <option id="3" selected="0" /> <option id="4" selected="0" /></pre>

Custom Field Type	Value Type	Example
Multi-select list box	XML	<pre><option id="1" selected="1" /> <option id="2" selected="0" /> <option id="3" selected="1" /> <option id="4" selected="0" /></pre>
Custom	Plain text	'Hi, this is the value of my custom type field.'
Linked Lists	XML	<pre><option id="1" selected="1"> <option id="2" selected="0" /> <option id="3" selected="1" /> <option id="4" selected="0" /> <option id="5" selected="0" /> </option> <option id="6" selected="0"> <option id="7" selected="0" /> <option id="8" selected="0" /> <option id="9" selected="0" /> <option id="10" selected="0" /> </option></pre>
Date	Unix time@wikipedia	'289105200'
File	XML	<pre><file name="..." md5="..."> (base64-encoded file data) </file></pre> <p>Node value: Base64@wikipedia-encoded contents of the file.</p> <p>Attributes:</p> <ul style="list-style-type: none"> name: The short file name of the file, (e.g. 'Stats.txt') md5: The MD5@wikipedia sum of the file's contents (before base64 encoding)