

Custom fields

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By default, KnowledgeOwl will ask for this information in the contact form:

- Subject
- Body/more detailed explanation
- Name
- Email
- File attachments

In some cases, you may want to ask your readers for a little more information. This might be things like their phone number, what product or product version they're writing in about, their department, their company, or their favorite owl species. ☒

Depending on your **Send Method**, you may be able to add custom fields to your contact form to capture this information:

- **Email:** Add up to 5 custom fields. See below for more information on custom fields, or [Create Tickets from Customers in your Help Desk or CRM](#) on setting up the contact form with this method.
- **Zendesk:** Add up to 7 custom fields, but you'll need to map these to appropriate fields in Zendesk. See [Create Zendesk Tickets](#) for more information.
- **Freshdesk:** No custom fields supported. See [Create Freshdesk Tickets](#) for more information.

Custom fields display between the Email input and File attachment sections of the contact form.



Contact form custom fields will not display in the [Contextual Help Widget \(2.0\)](#).

To add custom fields to your contact form:

1. Go to **Knowledge Base > Contact Form**.
2. Scroll to the **Contact Form Custom Inputs** section.
3. Add the **Label** you want each custom field to have. This is the label that will be displayed in the contact form to your readers.
4. If you want your reader to have to add a value to the custom field before they can submit the form, check the **Required** box underneath the custom field's label.
5. Repeat with any additional custom fields you'd like to add. For example, here we've added a required custom field for **Product** and an optional field for **Product version**:

Contact Form Custom Inputs

Custom Field 1 Label

Required

Custom Field 2 Label

Required

Custom Field 3 Label

Required

Custom Field 4 Label

Required

Custom Field 5 Label

Required

Save

Sample custom fields

6. Be sure to Save your changes.

These fields will display in the contact form below the email field and above the file attachment section:

Your Name

KnowledgeOwl Support

Your Email Address

support@knowledgeowl.com

Product

Product version

Attach Files

No file chosen

Our custom fields will display the custom field label above a text box, just below the email address input