

User Defined Fields (UDFs)

- UDFs are located in Profile tab and Services tab in the "Other Information" section.
- UDFs can be added, edited, or disabled, from Administration/Additional Fields.

Main Office	Product N	ame : A	Ш _{АЛ}		*						
Dashboard	🛒 New Fie	🛒 New Fields 🛛 💆 Edit Group Name									
Home	Read Only	Active	UDFID	Туре	Label	Default Value	Values	Group Name	UI Location		
Cases	0	\bigcirc	1	Text	Region			General	Profile	👔 Move Up 🥜 Edit	🔀 Disabl
Tasks and Events	0	\odot	2	Text	Promo Code			General	Profile	👔 Move Up 🥜 Edit	🔀 Disable
Reports	0	\odot	3 3	Date	IRS Due Date			General	Services	👔 Move Up 🥜 Edit	🗙 Disable
Tools	0	\odot	4	Number	Team Group #			General	Profile	👔 Move Up 🥜 Edit	🗙 Disable
User management	•	\bigcirc	5 6	Text	Questionnaire			General	Profile	👔 Move Up 🥜 Edit	🔀 Disable
Administration	•	\odot	6	Date	Questionnaire Sent on			General	Profile	👔 Move Up 🥜 Edit	🗙 Disable
Ecros	•	\odot	7 7	Date	Questionnaire Returned on			General	Profile	👔 Move Up 🥜 Edit	🗙 Disable
Jervices		\bigcirc	8	Date	IRS Hold Date			General	Services	👔 Move Up 🥜 Edit	X Disable
Case Statuses	•	\odot	9	Text	Vocolocity			General	Profile	👔 Move Up 🥜 Edit	🔀 Disable
Templates	•	\bigcirc	10 ¹⁰	Text	Tag			General	Profile	👔 Move Up 🥜 Edit	🔀 Disable
Lead Sources	•	0	11	ComboBox	Is VIP	Yes	Yes,No	General	Profile	1 Move Up 🥜 Edit	🔀 Disable
Merchant Accounts											
Additional Fields											

• To add a new UDF, click on "New Fields", as shown in above screenshot. You can fill out the new field pop up window in order to design your UDF.

Ne	w Fields		General	
	general			
	Group Name:	General		~
	Field Label:			
	Field Type:	Text		~
	Default Value:			
	Is ReadOnly ?:	Yes	No	
	Location:	Profile		~
	Product Name:	All		~
	Is Visible ?:	Enable	Disable	
			Cancel	ок

• UDFs can store variety of data types. See below:

Ne	w Fields		General	
	🧊 General —			
	Group Name:	General		~
	Field Label:			
	Field Type:	Text		~
	Default Value:	Text		
	Is ReadOnly ?:	Date		
	l	Combobox		
	Location:	Money		
	Product Name:	Number		
	Is Visible ?:	Enable	O Disable	
			Cancel	ок

• The default group name for all UDFs is "General" which you can see under "Other Information" Section of your Profile or Services tabs. However, you can create new group names to show your UDFs in other sections than "General". For that, you need to select "New Group" from Group Name combo box in New Field pop up window.

New Fields				
📑 Ger	neral			
Group N	lame:	General		~
Field La	bel:	General		
Field Ty	pe:	Test		
Default	Value:	New Group		
Is Read	Only ?:	Yes	No	
Location	1:	Profile		~
Product	Name:	All		~
Is Visibl	e ?:	Enable	O Disable	
			🔞 Cancel 🛛 🖉	ок

• You can also change the name of your existing groups by clicking on "Edit Group Name" in Additional Fields" tab, as shown below:

All W Help Desk 🖲 🔇 Additional Fields 🛞 🔁 Forms Admin 🙁										
Product Name : All										
🛒 New Fields							Edit Group Name			
Read O	Active	UDFID	Туре	Label	Default Value	Values	Group Name	UI Location		
•	\bigcirc	1	Text	Region			General	Profile	🧯 Move Up 🕜 Edit 🛛 💢 Disab	ole
•	\bigcirc	2	Text	Promo Code			General	Profile	🦹 Move Up 🥜 Edit 🛛 💢 Disab	ole

- Data can be imported to UDFs via Excel import, and HTTP post.
- For HTTP posting into a UDF, you need to know the ID of that UDF which can be found in UDFID column in the above table. Then the respective UDFID has to be included in the URL you are posting as follows: <u>https://[YourSubdomain].logigs.com/postlead.aspx?FNAME=John&LNAME=Doe&UDF5=Yes&UDF4=5</u>
- Values in UDFs can be populated in your custom forms using Merge Fields. Refer to the Sample Form under Administration/Forms. You just need to copy the desired UDF ID from sample form and paste it into your document as shown below.

«UDFfield1» «UDF1»

- The first part (**«UDFfield1»**) is UDF label and the second part (**«UDF1»**) is the value stored in that UDF for a specific case.
- If you don't find the desired UDF ID in the sample form, just copy and paste one of the available numbers into your document and then change the ID to any UDF ID you want to populate in your document. See below:

«UDFfield20» «UDF20» «UDFfield45» «UDF45»