# Custom Field Implementation Tips

* Design with purpose—avoid unnecessary fields that add friction.
* Start with the 'must-have' fields and document 'nice-to-have' fields for a future phase.
* Use section headers to visually group related fields and reduce clutter.
* Standardize dropdown values across modules to support reporting and automation.
* Use visibility settings strategically—some fields are only relevant to agents or internal staff.
* Test fields in real-world ticket scenarios to validate workflow triggers and reports.
* Document the business purpose of every field, especially those used in automation or SLA logic.