

# How to Switch Between Customer Portal View and Agent View

## Feature Overview

In this guide, you will learn how to **switch** from the **standard Jira issue view** to the **service desk portal view** using the **'Use request type fields'** toggle.

## Quick Steps

 The 'Use request type fields' toggle is only available for **Service Desk Projects** when you are logged in as a **Jira Licensed User**.

Step #	Action
1	Go to the <b>Create Screen</b>
2	Select a <b>Service Desk Project</b>
3	Click on the <b>'Use request type fields' Toggle</b>
4	Once the toggle is checked, the view will be directly switched to the <b>service desk portal view</b> , and the fields will be updated

Jira plugin for Outlook

### Create New

Project\*  
ITSM project

Issue Type\*  
[System] Service request

Request Type  
Get IT help

Use request type fields

Email content

- Include e-mail as attachment
- Include Inline Images
- Include email content

Summary\*  
Attaching files to the new Customer

Components  
Select

Create

Jira plugin for Outlook

### Create New

Project\*  
ITSM project

Issue Type\*  
[System] Service request

Request Type  
Get IT help

Use request type fields

Email content

- Include e-mail as attachment
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- Include email content

Raise this request on behalf of\*  
Select

Summary\*  
Attaching files to the new Customer

Create