Sorting of fields in the OTRS article

Custom sort:

You can use the "order_by" and "order" params. You can find more information here: Form configuration - file structure and general configuration

If the field does not have the required parameter (e.g. "order"), it will be added at the end.

By default:

Fields are sorted by identifiers, if you want the fields to be in a certain order, you must name them accordingly.

Example:

```
{
  "size": "s12 m6 offset-m3",
  "type": "number",
  "id": "2_FieldID",
  "label": "Number",
  "validate": [
    ""
  ],
  "icon": "filter_1",
  "otrs_visible": "all",
  "hidden": false,
  "value": ""
},
{
  "size": "s12 m6 offset-m3",
  "type": "textarea",
  "id": "1_FieldID",
  "label": "Textarea",
  "validate": [
```

```
       ""
  ],
  "icon": "announcement",
  "otrs_visible": "all",
  "hidden": false,
  "value": ""
}
```

This configuration will cause the field "1_FieldID" to be displayed above "2_FieldID" in the OTRS article request.

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