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## Allow the use of variables in signatures. Collecting Feedback

K Kenneth •  
Feature Request# : [اسم المنتدى](#) •

Often I find myself in need of typing a "Hello John Doe, thank you for the inquiry." Would be neat if you could set this up in the signature, so that you added the "Hello {{ ticket.user }}, thank you for the inquiry" to the .signature

### تعليقات (2)

#### Security Test

منذ 11 سنة

.You can do this from snippets, and then make a short code for the snippet so you just do %%hi%% for example  
K Kenneth

منذ 11 سنة

i've tried as instructed. Created the snippet, and it works if i type in the shortcode. In this example %greeting%.  
But if i add it to my signature, it doesn't pull from the snippet, it just writes "%%greeting%%" or "%greeting%"  
(i've tried with one and two percentage signs surrounding it