Insert name of Performing Agent with Variables Collecting Feedback

- TG Thomas Goulet
- **اسم المنتدى:** Feature Request#

It would be good to have a twig variable option to insert the name of the agent performing the action, rather than the name of the agent assigned to a ticket. An example of where this would be useful is if you wanted to insert a snippet with the performing agent's name, even if that agent is not the one assigned to the ticket.

تعليق (1)

MW **Matthew Wray**

منذ 6 سنوات

Hi Thomas, There is a variable for this but it isn't available in snippets. You can use it in email templates though {{ so hopefully that is of some use to you? {{ action_performer.display_name