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Insert name of Performing Agent with Variables Collecting Feedback

Thomas Goulet •

Feature Request# **اسم المنتدى:** •

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)

**Matthew Wray**

منذ 4 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 }}