



[Feature Request](#) > [Using Variables in ticket triggers to add notes and replies](#) < [مركز المساعدة](#) < [اقتراحات](#)

Using Variables in ticket triggers to add notes and replies Collecting Feedback

- HP Humberto Pomales
- اسم المنتدى: # Feature Request

:Currently when setting a subject line you can use advanced formatting and ticket variables

Actions ?

then The following actions will run:

Set Subject

This allows you to use advanced formatting and variables using the same syntax you can use with replies and snippets. Note that new lines and extra whitespace will be automatically removed in the result.

Use advanced formatting ?

+ Action

Save

.It would be great if you could use this feature in Agent notes and replies as well