

How to display a ticket custom field in an email template or Help Center template

Admin - تعليقات () - Matthew Wray - 2024-10-01

Ticket custom fields can be added to triggers, escalations, email templates, and Help Center templates. By adding a custom field item ID in a variable and including it in a trigger subject line or email template, it is possible to reference that custom field and populate the subject or .template with the respective field

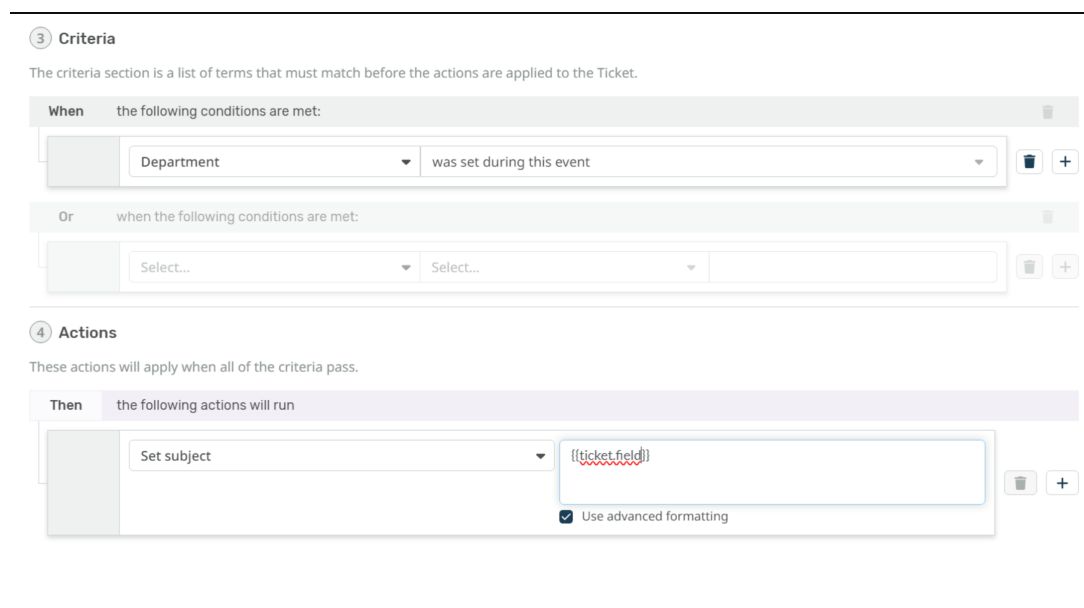
:Custom fields in Trigger Action 'Set Subject

In order to add custom fields to the subject of a ticket through :the Trigger automation, you will need to

.Find the ID number of the field .1

Replace the N in the following variable with the ID .2
.number of the field

Add the variable to the 'Set subject' Trigger Action. Depending on the .3
type of trigger, this setting will prompt a change to the ticket subject line .which will be populated by the custom field instead



The screenshot displays the 'Criteria' and 'Actions' sections of a trigger configuration in Deskpro. The 'Criteria' section, labeled '3 Criteria', includes a description: 'The criteria section is a list of terms that must match before the actions are applied to the Ticket.' It features two rows of conditions. The first row, under 'When', shows 'the following conditions are met:' with a dropdown menu set to 'Department' and a text field containing 'was set during this event'. The second row, under 'Or', shows 'when the following conditions are met:' with two dropdown menus set to 'Select...' and an empty text field. The 'Actions' section, labeled '4 Actions', includes a description: 'These actions will apply when all of the criteria pass.' It features a row under 'Then' showing 'the following actions will run:' with a dropdown menu set to 'Set subject' and a text field containing '{{ticket.field}}'. A checkbox labeled 'Use advanced formatting' is checked.

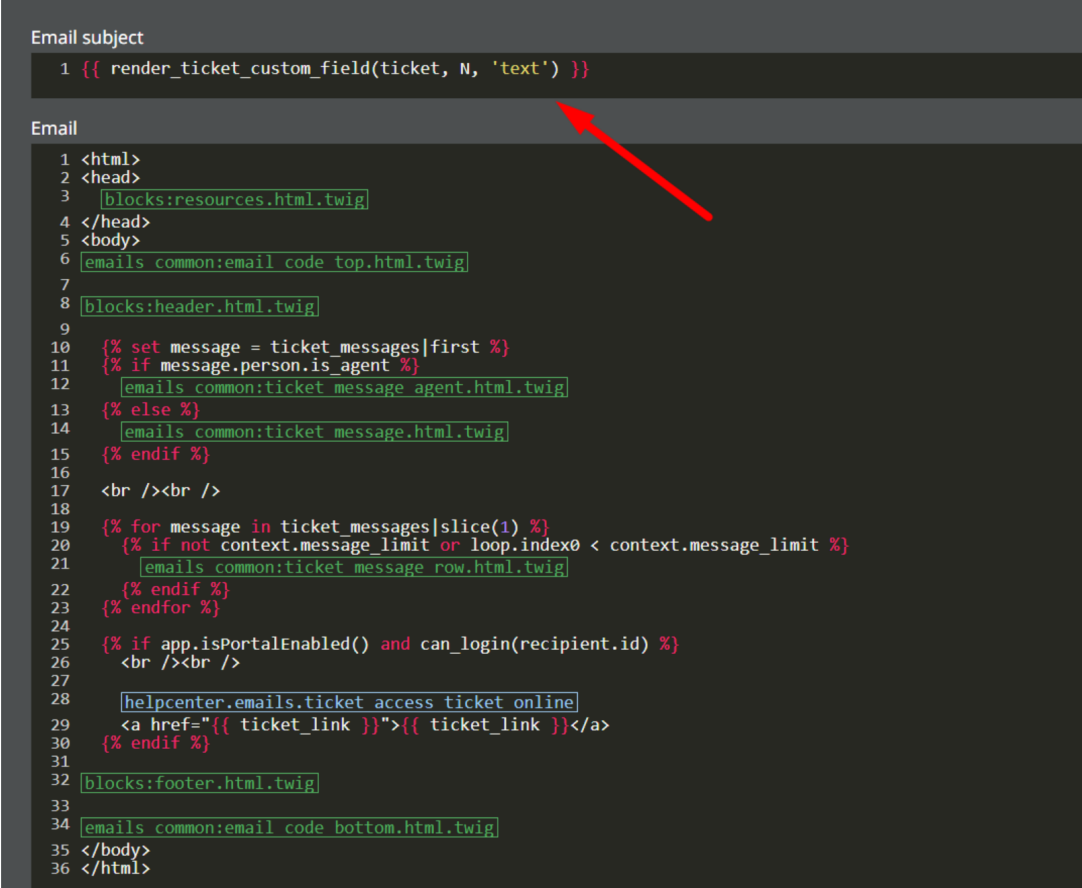
:Custom fields in Email templates

:In order to add custom fields to Email templates, you will need to

.Find the ID number of the field .1

Replace the N in the following variable {{ .2
render_ticket_custom_field(ticket, N, 'text') }} with the ID
.number of the field

.Add the variable to the Email template and then Save .3



```
Email subject
1 {{ render_ticket_custom_field(ticket, N, 'text') }}

Email
1 <html>
2 <head>
3   [blocks:resources.html.twig]
4 </head>
5 <body>
6   [emails common:email code top.html.twig]
7
8   [blocks:header.html.twig]
9
10  {% set message = ticket_messages|first %}
11  {% if message.person.is_agent %}
12    [emails common:ticket message agent.html.twig]
13  {% else %}
14    [emails common:ticket message.html.twig]
15  {% endif %}
16
17  <br /><br />
18
19  {% for message in ticket_messages|slice(1) %}
20    {% if not context.message_limit or loop.index0 < context.message_limit %}
21      [emails common:ticket message row.html.twig]
22    {% endif %}
23  {% endfor %}
24
25  {% if app.isPortalEnabled() and can_login(recipient.id) %}
26    <br /><br />
27
28    [helpcenter.emails.ticket access ticket online]
29    <a href="{{ ticket_link }}">{{ ticket_link }}</a>
30  {% endif %}
31
32  [blocks:footer.html.twig]
33
34  [emails common:email code bottom.html.twig]
35 </body>
36 </html>
```

Note

For user custom fields this would be: {{
{{ ('render_person_custom_field(ticket_person, N, 'text

:Custom fields in Help Center templates

:In order to add custom fields to Help Center templates, you will need to

.Find the ID number of the field .1

Replace the N in the following variable {{ticket.renderCustomFieldN | .2
.raw}} with the ID number of the field

.Add the variable to the Help Center template .3