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## 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

.1 Find the ID number of the field .1

Replace the N in the following variable

.2 with the ID number .2  
.of the field

.3 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 configuration interface for a trigger automation. It is divided into two main sections: 'Criteria' and 'Actions'.

**Criteria Section:**

- When:** The following conditions are met:
  - Condition 1: Department (dropdown) was set during this event (dropdown).
  - Or:** when the following conditions are met:
    - Condition 2: Select... (dropdown) Select... (dropdown).

**Actions Section:**

- Then:** the following actions will run:
  - Action 1: Set subject (dropdown) with the value `{{ticket.field}}` (text input). The checkbox '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 `{{ render_ticket_custom_field(ticket, N, 'text') }}` with the ID number of the field .2

.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 | raw }}` with the ID number of the field .2

.Add the variable to the Help Center template .3