

I'm having trouble getting variables in custom phrases to work

[Admin](#) - [تعليقات \(0\)](#) - Ben Henley - 2023-09-27

:Question

I've created a custom phrase, but when I include a template variable in it, it is not replaced with the value. The ?variable works fine when I put it directly in the template. What's the problem

:Answer

You can't include the standard template variables in a custom phrase. Instead, you use a special format when you include the phrase in the template

Say you want your custom phrase to include the name of the assigned agent. In the template you'd use this
:variable

```
{{ ticket.agent.display_name }}
```

:But in the custom phrase you would include a variable like this

```
{{agent-name}}
```

The exact name doesn't matter - this is a variable specific to the custom phrase, that you will reference from the template. Note that you don't put a space between the name and the double-curly brackets as you do with the standard template variables

:Then in the template you would put this

```
phrase('custom.ticket.auto-notification-agent', { agent-name: }}  
{{ ({{ ticket.agent.display_name
```

This means that when an email is sent with the template, the value of ticket.agent.display_name is inserted into
.{{the custom phrase where you put {{agent-name

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