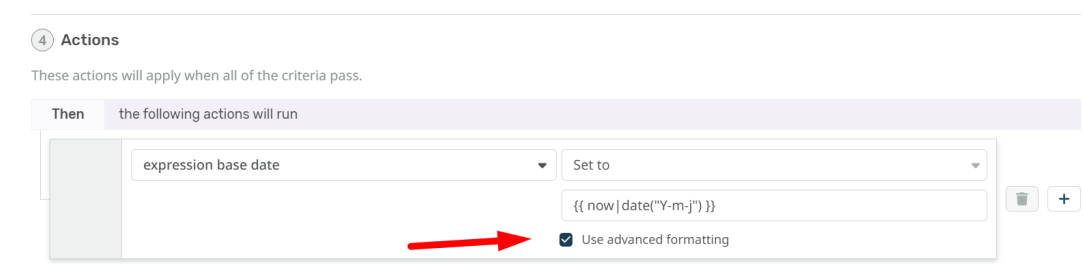


Use advanced formatting for Triggers

Using Deskpro - (.) تعليقات - Kim - 2025-02-11

When setting the value for certain fields with triggers you may see an option 'Use advanced formatting'.



This setting allows you to leverage system variables and the [twig templating engine](#)

:Advanced formatting can be used to update

Subject •

Single line text •

Multi line text •

Date •

Date/time •

.Text fields and the ticket subject field accept all available variables

The ticket date and date/time fields will only accept date and date/time respectively in a .specific format

Notes

Output

Variable

ticket ID
number

{{ticket.id }}

ticket subect

{{ticket.subject }}

The team of the agent the ticket is assigned to when the trigger runs	agent team		{{ ticket.agent_team.name }}
The agent the ticket is assigned to when the trigger runs	Ticket agent		{{ ticket_object.getagent }}
	Ticket user		{{ ticket.person.name }}
Replace the # with relevant ticket field ID	Custom ticket field value		{{ #ticket.field }}
Replace the # with relevant user field ID	Custom user field value		{{ #ticket.person.field }}
this can be used with date fields	Current date		{{ ("now date("m/d/Y)}
this can be used with date fields	Current date - 90 days		{{ ("now date_modify("-90 day") date("m/d/Y)}
Replace # with user field ID number	User field for agent assigned to ticket	ticket_object.agent.getCustomDataForField(#).input	}} {{
	Satisfaction rating		{{ ticket.feedback_rating }}
	User summary		{{ ticket_object.person.getSummary }}
	Date of user creation		{{ticket.person.date_created }}

This is
calculating
the % of a
number field.

This can be
added to a
text field.

Replace the
with the ID
of the
number
.field

Calculate
5%

{{ (ticket.field# * 0.05) }}