

Use advanced formatting for Triggers

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

4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

expression base date

Set to

{{ now | date("Y-m-j") }}

☒ 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) }}
Adds a number of days to the value in a date field. Replace # with the ID of the custom date field, and X with the number of days to add. The result must be output to a text field, .not a date field	Date + X days	{{ ("ticket.field# date_modify("+X days") date("m/d/Y")}}