

## New Feature: Web Hook Variables

Product - (·) Ben Henley - Comments - 2014-11-03

Web hook actions enable your automatic processes, like triggers, to call external services using the web's HTTP protocol. This means that with a little technical know-how, you can have DeskPRO talk to other web services: your helpdesk could post alerts on your intranet, or your web service could alert users when they have a ticket reply

We've now added support for [variables](#), so you can customize the HTTP headers and parameters with details of the ticket and provide more precise information to external services

Custom headers:	<pre>X-Custom-Header: acme1 X-Deskpro-TicketAgentTeam: {{ ticket.agent_team.name }}</pre>
Custom data:	<pre>{{ ticket.id }} , {{ ticket.subject }} , {{ ticket.department.title }}</pre>

To use a web hook, just go to your admin interface and add a **Call Web Hook** action to a trigger, SLA or escalation

See our admin manual for more details about [web hooks](#)