

How to display a ticket custom field in an email template or portal template

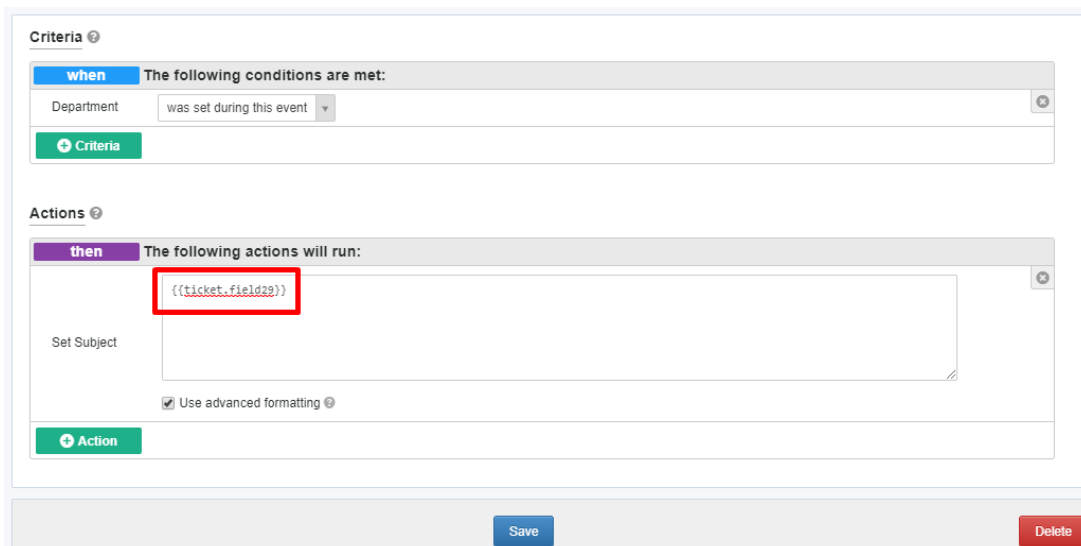
Ben Henley - 2019-01-31 - Comments (0) - Using Deskpro

Ticket custom fields can be added to triggers, escalations, email templates and user portal 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.
2. Replace the N in the following variable `{{ticket.fieldN}}` with the ID number of the field.
3. Add the variable to the 'Set subject' Trigger Action. Depending on the 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. It is divided into two main sections: 'Criteria' and 'Actions'.

- Criteria:** A blue header reads 'when The following conditions are met:'. Below it, a dropdown menu shows 'Department' with the value 'was set during this event'. A green '+ Criteria' button is located below the dropdown.
- Actions:** A purple header reads 'then The following actions will run:'. Below it, a text input field contains the variable `{{ticket.field2}}`, which is highlighted with a red rectangular box. The label 'Set Subject' is positioned to the left of the input field. Below the input field, there is a checked checkbox labeled 'Use advanced formatting'. A green '+ Action' button is located below the input field.

At the bottom of the interface, there are two buttons: a blue 'Save' button and a red 'Delete' button.

Custom fields in Email templates:

In order to add custom fields to Email templates, you will need to:

1. Find the ID number of the field.

2. Replace the N in the following variable `{{ticket.renderCustomFieldN | raw}}` with the ID number of the field.
3. Add the variable to the Email template and then Save.

The screenshot shows a 'New Agent Reply' dialog box with a close button in the top right corner. Below the title bar, it says 'Email reply sent to users.' There are two main sections: 'Email Subject:' and 'Email Body:'. In the 'Email Subject:' section, a text input field contains the code `{{ ticket.renderCustomField(6) | raw }}`, which is highlighted with a red box. In the 'Email Body:' section, there is a code editor with line numbers 1 through 15. The code includes HTML tags for agent replies, ticket history, and a link to view the ticket online. The link's href is `{{ portal_url(ticket) }}` and the text is `{{ portal_url(ticket) }}`. The code `{{ ticket.renderCustomField(6) | raw }}` is inserted at the end of the body text and is also highlighted with a red box. At the bottom of the dialog, there are two buttons: 'Revert To Default' (orange) and 'Save' (green).

Custom fields in Portal templates:

In order to add custom fields to Portal templates, you will need to:

1. Find the ID number of the field.
2. Replace the N in the following variable `{{ticket.renderCustomFieldN | raw}}` with the ID number of the field.
3. Add the variable to the Portal template.

For further guidelines on how to display custom fields in snippets, messages and webhook actions you can have a look at [this article](#).

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custom fields
email templates
variables