

Use advanced formatting

Kim - 2024-12-17 - Kommentarer (0) - Using Deskpro

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.

Variable	Output	Notes
{{ ticket.id }}	ticket ID number	
{{ ticket.subject }}	ticket subject	
{{ ticket.agent_team.name }}	agent team	The team of the agent the ticket is assigned to when the trigger runs

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