



[Hilfe-Center](#) > [Community](#) > [Feature Request](#) > [Ability to create variables/global fields in the system](#)

## **Ability to create variables/global fields in the system Collecting Feedback**

- RT Robert Tanka
- **Forenname:** #Feature Request

It would be helpful if you could create specific variables or global fields in the system.

For example we have a rota which always has just one engineer available on it.

It would be useful if we could create a variable for available\_engineer which is associated to the engineer on call and leverage that to provide correct contact information on tickets and route them to the right engineer etc