



Use advanced formatting for Triggers

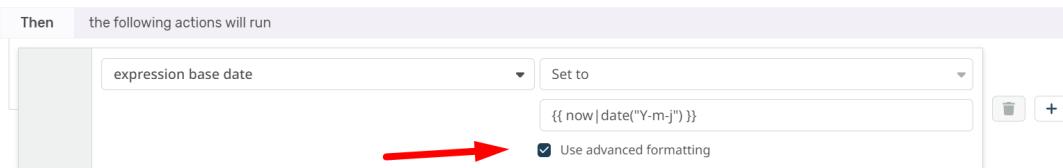
Kim - 2025-11-27 - [Kommentare \(0\)](#) - [Using Deskpro](#)

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.

Variable	Output	Notes
<code>ticket.id</code>	ticket ID number	
<code>ticket.subject</code>	ticket subject	
<code>ticket.agent_team.name</code>	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 text fields

<code>{{ now date_modify("-90 day") date("m/d/Y") }}</code>	Current date - 90 days	this can be used with text 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	
<code>{{ (ticket.field# * 0.05) }}</code>	Calculate 5%	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.
<code>{{ ticket.field# date_modify("+X days") date("m/d/Y") }}</code>	Date + X days	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.