



[Κέντρο Εξυπηρέτησης](#) > [Κοινότητα](#) > [Feature Request](#) > [Ability to create variables/global fields in the system](#)

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

- Robert Tanka
- **Όνομα φόρουμ:** #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