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## Using Variables in ticket triggers to add notes and replies

### Collecting Feedback

- HP Humberto Pomales
- **Όνομα φόρουμ:** #Feature Request

Currently when setting a subject line you can use advanced formatting and ticket variables:

The screenshot shows a configuration window for an action. At the top, it says "Actions ?" and "then The following actions will run:". Below this, there is a configuration box for the "Set Subject" action. A tooltip is displayed over the configuration area, stating: "This allows you to use advanced formatting and variables using the same syntax you can use with replies and snippets. Note that new lines and extra whitespace will be automatically removed in the result." Below the tooltip, there is a checkbox labeled "Use advanced formatting" which is checked. At the bottom left of the configuration box is a green button with a plus icon and the text "Action". At the bottom center of the entire configuration area is a blue "Save" button.

It would be great if you could use this feature in Agent notes and replies as well.