



## <u>Help Centre</u> > <u>Community</u> > <u>Feature Request</u> > <u>Ability to create variables/global fields in the</u> <u>system</u>

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

- RT Robert Tanka
- Forum name: #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