Allow the use of variables in signatures. Collecting Feedback

- Kenneth
- **Forum name:** #Feature Request

Often I find myself in need of typing a "Hello John Doe, thank you for the inquiry." Would be neat if you could set this up in the signature, so that you added the "Hello {{ ticket.user }}, thank you for the inquiry" to the signature.

Comments (2)

Chris Padfield

8 years ago

You can do this from snippets, and then make a short code for the snippet so you just do %%hi%% for example.

Kenneth

8 years ago

i've tried as instructed. Created the snippet, and it works if i type in the shortcode. In this example %greeting%. But if i add it to my signature, it doesn't pull from the snippet, it just writes "%%greeting%%" or "%greeting%" (i've tried with one and two percentage signs surrounding it)