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

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