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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 (۲

**Chris Padfield**

9 سال پیش

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

**Kenneth**

9 سال پیش

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