

## How to display a ticket custom field in an email template or Help Center template

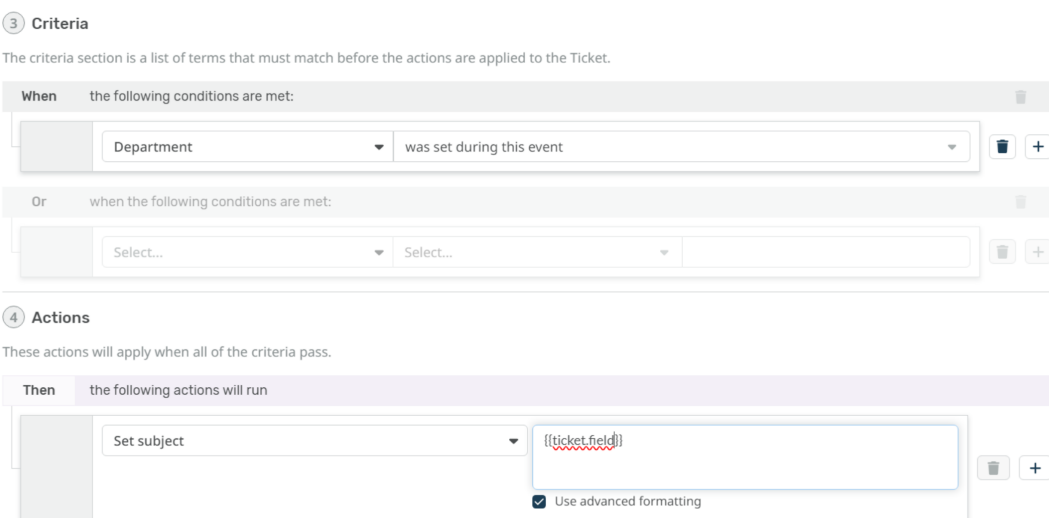
Matthew Wray - 2024-10-01 - Comments (0) - Admin

Ticket custom fields can be added to triggers, escalations, email templates, and Help Center templates. By adding a custom field item ID in a variable and including it in a trigger subject line or email template, it is possible to reference that custom field and populate the subject or template with the respective field.

### Custom fields in Trigger Action 'Set Subject':

In order to add custom fields to the subject of a ticket through the Trigger automation, you will need to:

1. Find the ID number of the field.
2. Replace the N in the following variable `{{ticket.n}}` with the ID number of the field.
3. Add the variable to the 'Set subject' Trigger Action. Depending on the type of trigger, this setting will prompt a change to the ticket subject line which will be populated by the custom field instead.



The screenshot displays the configuration interface for a trigger, divided into two main sections: 'Criteria' and 'Actions'.

**Criteria Section:** The title is 'Criteria' with a sub-header 'The criteria section is a list of terms that must match before the actions are applied to the Ticket.' It features a 'When' condition: 'the following conditions are met:'. Below this, there are two rows of conditions. The first row shows a dropdown menu with 'Department' selected, followed by 'was set during this event'. The second row is currently empty, showing 'Select...' in two dropdown menus.

**Actions Section:** The title is 'Actions' with a sub-header 'These actions will apply when all of the criteria pass.' It features a 'Then' condition: 'the following actions will run'. Below this, there is one action: 'Set subject'. The value field for this action contains the variable `{{ticket.n}}`. A checkbox labeled 'Use advanced formatting' is checked.

### Custom fields in Email templates:

In order to add custom fields to Email templates, you will need to:

1. Find the ID number of the field.
2. Replace the N in the following variable `{{ render_ticket_custom_field(ticket, N, 'text') }}` with the ID number of the field.
3. Add the variable to the Email template and then Save.

```
Email subject
1 {{ render_ticket_custom_field(ticket, N, 'text') }}

Email
1 <html>
2 <head>
3   [blocks:resources.html.twig]
4 </head>
5 <body>
6   [emails common:email code top.html.twig]
7
8   [blocks:header.html.twig]
9
10  {% set message = ticket_messages|first %}
11  {% if message.person.is_agent %}
12    [emails common:ticket message agent.html.twig]
13  {% else %}
14    [emails common:ticket message.html.twig]
15  {% endif %}
16
17  <br /><br />
18
19  {% for message in ticket_messages|slice(1) %}
20    {% if not context.message_limit or loop.index0 < context.message_limit %}
21      [emails common:ticket message row.html.twig]
22    {% endif %}
23  {% endfor %}
24
25  {% if app.isPortalEnabled() and can_login(recipient.id) %}
26    <br /><br />
27
28    [helpcenter.emails.ticket access ticket online]
29    <a href="{{ ticket_link }}">{{ ticket_link }}</a>
30  {% endif %}
31
32  [blocks:footer.html.twig]
33
34  [emails common:email code bottom.html.twig]
35 </body>
36 </html>
```

#### Note

For user custom fields this would be: `{{ render_person_custom_field(ticket_person, N, 'text') }}`

### Custom fields in Help Center templates:

In order to add custom fields to Help Center templates, you will need to:

1. Find the ID number of the field.
2. Replace the N in the following variable `{{ticket.renderCustomFieldN | raw}}` with the ID number of the field.
3. Add the variable to the Help Center template.