



[Novità](#) > [Product](#) > [New Feature: Web Hook Variables](#)

## New Feature: Web Hook Variables

2014-11-03 - Ben Henley - [Commenti \(0\)](#) - [Product](#)

Web hook actions enable your automatic processes, like triggers, to call external services using the web's HTTP protocol. This means that with a little technical know-how, you can have DeskPRO talk to other web services: your helpdesk could post alerts on your intranet, or your web service could alert users when they have a ticket reply.

We've now added support for [variables](#), so you can customize the HTTP headers and parameters with details of the ticket and provide more precise information to external services.

|                 |  |
|-----------------|--|
| Custom headers: | <pre>X-Custom-Header: acme1 X-Deskpro-TicketAgentTeam: {{ ticket.agent_team }}</pre> |
| Custom data:    | <pre>{{ ticket.id }}, {{ ticket.subject }}, {{ ticket.department.title }}</pre>      |

To use a web hook, just go to your admin interface and add a **Call Web Hook** action to a trigger, SLA or escalation.

See our admin manual for more details about [web hooks](#).