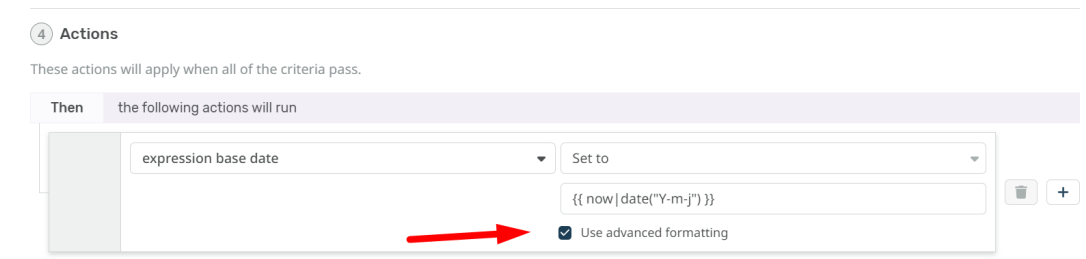


Use advanced formatting for Triggers

Kim - 2025-02-11 - Comments (0) - Using Deskpro

When setting the value for certain fields with triggers you may see an option 'Use advanced formatting'.



4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

expression base date Set to

{{ now | date("Y-m-j") }}

☒ Use advanced formatting

This setting allows you to leverage system variables and the [twig templating engine](#)

Advanced formatting can be used to update:

- Subject
- Single line text
- Multi line text
- Date
- Date/time

Text fields and the ticket subject field accept all available variables.

The ticket date and date/time fields will only accept date and date/time respectively in a specific format.

| | Variable | Output | Notes |
|--|----------------------|------------------|-------|
| | {{ ticket.id }} | ticket ID number | |
| | {{ ticket.subject }} | ticket subject | |

| | | |
|--|---|---|
| {{ ticket.agent_team.name }} | agent team | The team of the agent the ticket is assigned to when the trigger runs |
| {{ ticket_object.getagent }} | Ticket agent | The agent the ticket is assigned to when the trigger runs |
| {{ ticket.person.name }} | Ticket user | |
| {{ ticket.field# }} | Custom ticket field value | Replace the # with relevant ticket field ID |
| {{ ticket.person.field# }} | Custom user field value | Replace the # with relevant user field ID |
| {{ now date("m/d/Y") }} | Current date | this can be used with date fields |
| {{ now date_modify("-90 day") date("m/d/Y") }} | Current date - 90 days | this can be used with date fields |
| {{ ticket_object.agent.getCustomDataForField(#).input }} | User field for agent assigned to ticket | Replace # with user field ID number |
| {{ ticket.feedback_rating }} | Satisfaction rating | |
| {{ ticket_object.person.getSummary }} | User summary | |
| {{ ticket.person.date_created }} | Date of user creation | |

`{{ (ticket.field# * 0.05) }}`

Calculate
5%

This is
calculating
the % of a
number field.
This can be
added to a
text field.
Replace the
with the ID
of the
number
field.