



[헬프센터](#) > [피드백](#) > [Feature Request](#) > [Using Variables in ticket triggers to add notes and replies](#)

## Using Variables in ticket triggers to add notes and replies

### Collecting Feedback

- HP Humberto Pomaes
- 포럼 이름: #Feature Request

Currently when setting a subject line you can use advanced formatting and ticket variables:

The screenshot shows a configuration window titled "Actions" with a sub-section "then" containing the text "The following actions will run:". Below this, there is a configuration for the "Set Subject" action. A tooltip box is overlaid on the configuration area, containing the text: "This allows you to use advanced formatting and variables using the same syntax you can use with replies and snippets. Note that new lines and extra whitespace will be automatically removed in the result." Below the tooltip, there is a checkbox labeled "Use advanced formatting" which is checked. At the bottom of the configuration area, there is a green button with a plus sign and the text "Action". At the bottom of the entire configuration window, there is a blue "Save" button.

It would be great if you could use this feature in Agent notes and replies as well.

