Ability to create variables/global fields in the system Collecting Feedback

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- **Forumo pavadinimas:** #Feature Request

It would be helpful if you could create specific variables or global fields in the system.
For example we have a rota which always has just one engineer available on it.
It would be useful if we could create a variable for available_engineer which is associated to the engineer on call and leverage that to provide correct contact information on tickets and route them to the right engineer etc