



[Help Center](#) > [Community](#) > [Feature Request](#) > [Ability to create variables/global fields in the system](#)

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



•

Robert Tanka

- **Forum name:** #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