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Snippet variables now support more custom fields

2023-02-14 - Lara Proud - Comments (0) - Product (Agent)

We've added support for more custom field types to be inserted as variables when using Snippets.

Insert Variable
Q X Ticket Custom Fields
Service Type
Product Type
Equipment Loan
Request Type
Deal Value
Account Number

So you can now create a Snippet with variables that will insert different field types. The following list details the different field types and the values that can be inserted:

- Single-line Text
- Multi-line Text
- Number
- Select
 - Single-select
 - Multi-select
- Toggle
- Date
- Date & Time

- Hidden
- URL
- Currency
- File

To see what values will be inserted into the message when using the variable, see the <u>Snippet Variable</u> section of the Agent Guide.