



[Hulpcentrum](#) > [Gemeenschap](#) > [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 Pomales
- **Naam forum:** #Feature Request

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

The screenshot shows a user interface for configuring a ticket trigger. The 'Actions' section is open, showing a 'Set Subject' action. A tooltip is displayed over the action, explaining that it allows for advanced formatting and variables using the same syntax as replies and snippets. The tooltip also notes that new lines and extra whitespace will be automatically removed. A checkbox for 'Use advanced formatting' is checked. Below the action, there is a green 'Action' button and a 'Save' button at the bottom of the configuration panel.

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

