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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 configuration window titled 'Actions' with a help icon. Inside, a section labeled 'then' indicates 'The following actions will run:'. A single action 'Set Subject' is listed with a text input field. A tooltip points to the text field, stating: '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 text field is a checked checkbox labeled 'Use advanced formatting' with a help icon. At the bottom left is a green '+ Action' button, and at the bottom right is a blue 'Save' button.

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

