

## How to display a ticket custom field in an email template or Help Center template

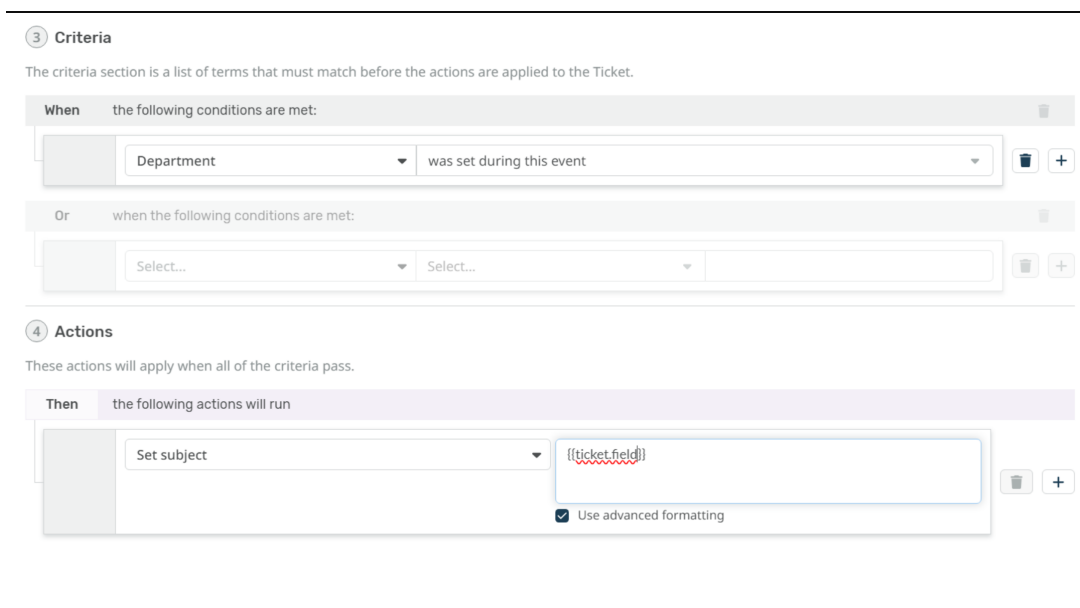
Matthew Wray - 2024-10-01 - Reacties (0) - Admin

Ticket custom fields can be added to triggers, escalations, email templates, and Help Center templates. By adding a custom field item ID in a variable and including it in a trigger subject line or email template, it is possible to reference that custom field and populate the subject or template with the respective field.

### Custom fields in Trigger Action 'Set Subject':

In order to add custom fields to the subject of a ticket through the Trigger automation, you will need to:

1. Find the ID number of the field.
2. Replace the N in the following variable `{{ticket.field.N}}` with the ID number of the field.
3. Add the variable to the 'Set subject' Trigger Action. Depending on the type of trigger, this setting will prompt a change to the ticket subject line which will be populated by the custom field instead.



The screenshot displays the 'Criteria' and 'Actions' sections of a trigger configuration in Deskpro.

**Criteria Section:**

- When** the following conditions are met:
  - Condition 1: **Department** (dropdown) **was set during this event** (dropdown). Includes delete and add icons.
  - Or** when the following conditions are met:
    - Condition 2: **Select...** (dropdown) **Select...** (dropdown) **Select...** (text input). Includes delete and add icons.

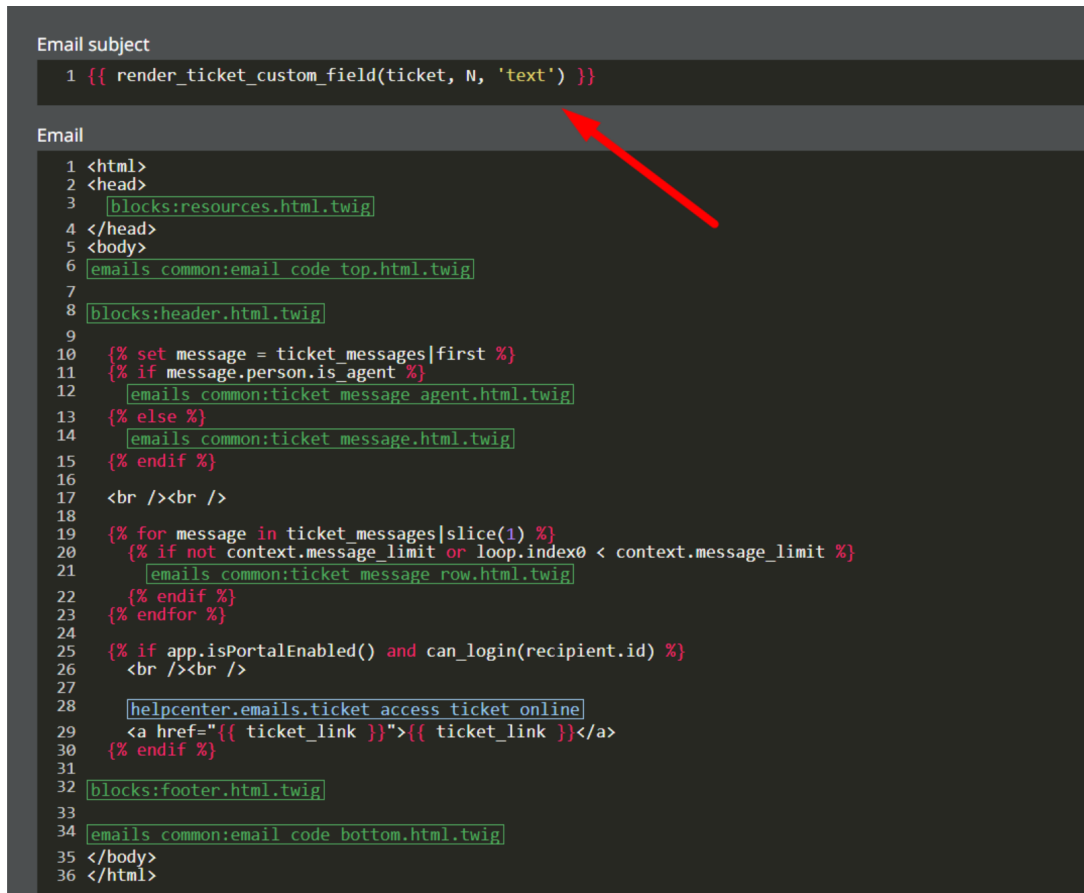
**Actions Section:**

- Then** the following actions will run:
  - Action 1: **Set subject** (dropdown) **{{ticket.field.N}}** (text input). Includes delete and add icons. A checkbox for **Use advanced formatting** is checked.

### Custom fields in Email templates:

In order to add custom fields to Email templates, you will need to:

1. Find the ID number of the field.
2. Replace the N in the following variable {{ render\_ticket\_custom\_field(ticket, N, 'text') }} with the ID number of the field.
3. Add the variable to the Email template and then Save.



```

Email subject
1 {{ render_ticket_custom_field(ticket, N, 'text') }}

Email
1 <html>
2 <head>
3   [blocks:resources.html.twig]
4 </head>
5 <body>
6   [emails common:email code top.html.twig]
7
8   [blocks:header.html.twig]
9
10  {% set message = ticket_messages|first %}
11  {% if message.person.is_agent %}
12    [emails common:ticket message agent.html.twig]
13  {% else %}
14    [emails common:ticket message.html.twig]
15  {% endif %}
16
17  <br /><br />
18
19  {% for message in ticket_messages|slice(1) %}
20    {% if not context.message_limit or loop.index0 < context.message_limit %}
21      [emails common:ticket message row.html.twig]
22    {% endif %}
23  {% endfor %}
24
25  {% if app.isPortalEnabled() and can_login(recipient.id) %}
26    <br /><br />
27
28    [helpcenter.emails.ticket access ticket online]
29    <a href="{{ ticket_link }}">{{ ticket_link }}</a>
30  {% endif %}
31
32  [blocks:footer.html.twig]
33
34  [emails common:email code bottom.html.twig]
35 </body>
36 </html>

```

Note

For user custom fields this would be: {{ render\_person\_custom\_field(ticket\_person, N, 'text') }}

### Custom fields in Help Center templates:

In order to add custom fields to Help Center templates, you will need to:

1. Find the ID number of the field.
2. Replace the N in the following variable {{ ticket.renderCustomFieldN | raw }} with the ID number of the field.
3. Add the variable to the Help Center template.