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## Use advanced formatting for Triggers

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When setting the value for certain fields with triggers you may see an option 'Use advanced formatting'.

This setting allows you to leverage system variables and the [twig templating engine](#)

Advanced formatting can be used to update:

- Subject
- Single line text
- Multi line text
- Date
- Date/time

Text fields and the ticket subject field accept all available variables.

The ticket date and date/time fields will only accept date and date/time respectively in a specific format.

| Variable                     | Output                    | Notes                                                                 |
|------------------------------|---------------------------|-----------------------------------------------------------------------|
| {{ ticket.id }}              | ticket ID number          |                                                                       |
| {{ ticket.subject }}         | ticket subect             |                                                                       |
| {{ ticket.agent_team.name }} | agent team                | The team of the agent the ticket is assigned to when the trigger runs |
| {{ ticket_object.getagent }} | Ticket agent              | The agent the ticket is assigned to when the trigger runs             |
| {{ ticket.person.name }}     | Ticket user               |                                                                       |
| {{ ticket.field# }}          | Custom ticket field value | Replace the # with relevant ticket field ID                           |
| {{ ticket.person.field# }}   | Custom user field value   | Replace the # with relevant user field ID                             |
| {{ now date("m/d/Y") }}      | Current date              | this can be used with text fields                                     |

|                                                          |                                         |                                                                                                                                                                                                               |
|----------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| {{ now date_modify("-90 day") date("m/d/Y") }}           | Current date - 90 days                  | this can be used with text fields                                                                                                                                                                             |
| {{ ticket_object.agent.getCustomDataForField(#).input }} | User field for agent assigned to ticket | Replace # with user field ID number                                                                                                                                                                           |
| {{ ticket.feedback_rating }}                             | Satisfaction rating                     |                                                                                                                                                                                                               |
| {{ ticket_object.person.getSummary }}                    | User summary                            |                                                                                                                                                                                                               |
| {{ ticket.person.date_created }}                         | Date of user creation                   |                                                                                                                                                                                                               |
| {{ (ticket.field# * 0.05) }}                             | Calculate 5%                            | This is calculating the % of a number field. This can be added to a text field. Replace the # with the ID of the number field.                                                                                |
| {{ ticket.field# date_modify("+X days") date("m/d/Y") }} | Date + X days                           | Adds a number of days to the value in a date field. Replace # with the ID of the custom date field, and X with the number of days to add. The result must be output to a <b>text</b> field, not a date field. |