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Using Variables in ticket triggers to add notes and replies

Collecting Feedback

- HP Humberto Pomales
- **Nazwa forum:** #Feature Request

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

A screenshot of a web-based ticket management system interface. The top navigation bar includes 'Actions', 'Edit', 'Save', and 'Cancel' buttons. The main area is titled 'Actions' with a sub-section 'then'. A tooltip box is overlaid on the 'Set Subject' action, explaining that it allows for advanced formatting and variables. A checkbox 'Use advanced formatting' is checked. Below the actions is a large text input field. At the bottom of the screen is a 'Save' button.

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

