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Using Variables in ticket triggers to add notes and replies

Collecting Feedback

- HP Humberto Pomaes
- **Nazwa 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 purple bar labeled 'then' is followed by the text 'The following actions will run:'. Below this, there is a list of actions. The first action is 'Set Subject', which has a text input field. A tooltip is displayed over 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, there is a checkbox labeled 'Use advanced formatting' which is checked. At the bottom of the action list, there is a green button with a plus icon and the text '+ Action'. At the bottom of the entire configuration window, there is a blue 'Save' button.

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

