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

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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 configuration interface for a trigger in Deskpro. It is divided into two main sections: 'Criteria' and 'Actions'.

**Criteria Section:**

- Header:** 3 Criteria. The criteria section is a list of terms that must match before the actions are applied to the Ticket.
- When:** the following conditions are met: (indicated by a green bar)
- Condition 1:** Department (dropdown) was set during this event (dropdown). Includes delete and add icons.
- Or:** when the following conditions are met: (indicated by a grey bar)
- Condition 2:** Select... (dropdown) Select... (dropdown). Includes delete and add icons.

**Actions Section:**

- Header:** 4 Actions. These actions will apply when all of the criteria pass.
- Then:** the following actions will run (indicated by a purple bar)
- Action 1:** Set subject (dropdown) with the value {{ticket.field.N}} (text input). Includes delete and add icons.
- Checkbox:** Use advanced formatting (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.