



[Centro de Ajuda](#) > [Comunidade](#) > [Feature Request](#) > [Using Variables in ticket triggers to add notes and replies](#)

Using Variables in ticket triggers to add notes and replies Collecting Feedback

- HP Humberto Pomaes
- **Nome do Fórum:** #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 question mark icon. Inside, there is a section labeled "then" with the text "The following actions will run:". Below this, there is a list of actions, with "Set Subject" selected. A tooltip is displayed over the "Set Subject" action, containing the text: "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 tooltip, there is a checkbox labeled "Use advanced formatting" which is checked. At the bottom of the configuration area, there is a green button with a plus sign and the word "Action". At the very bottom of the window, there is a blue "Save" button.

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

