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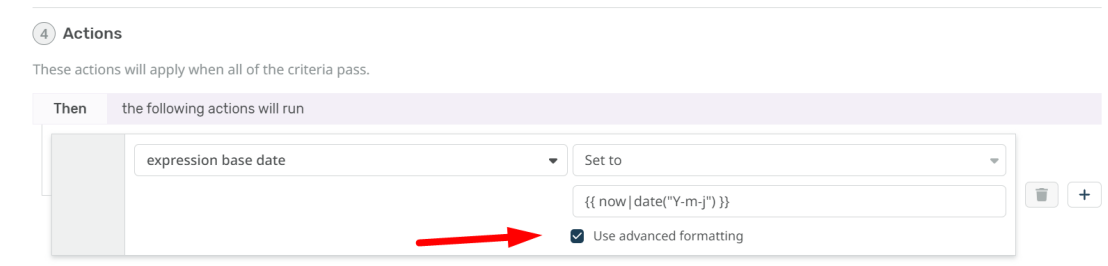
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When setting the value for certain fields with triggers you may see an option 'Use advanced formatting'.

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 date fields

{{ now|date_modify("-90 day")|date("m/d/Y") }}	Current date - 90 days	this can be used with date 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 **text** field, not a date field.