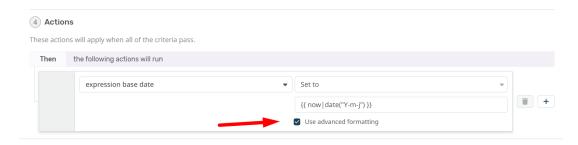


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## Use advanced formatting for Triggers

Kim - 2025-02-11 - Comments (0) - Using Deskpro

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<br>number |       |
| {{ ticket.subject}} | ticket subect       |       |

| {{ ticket.agent_team.name }}                             | agent team                                       | The team of<br>the agent the<br>ticket is<br>assigned to<br>when the<br>trigger runs |
|--|--|--|
| {{ ticket_object.getagent }}                             | Ticket agent                                     | The agent<br>the ticket is<br>assigned to<br>when the<br>trigger runs                |
| {{ ticket.person.name }}                                 | Ticket user                                      |  |
| {{ ticket.field# }}                                      | Custom<br>ticket field<br>value                  | Replace the<br># with<br>relevant<br>ticket field ID                                 |
| {{ ticket.person.field# }}                               | Custom user<br>field value                       | Replace the<br># with<br>relevant user<br>field ID                                   |
| {{ now date("m/d/Y") }}                                  | Current date                                     | this can be<br>used with<br>date fields  |
| {{ now date_modify("-90 day") date("m/d/Y") }}           | Current date<br>- 90 days                        | this can be<br>used with<br>date fields  |
| {{ ticket_object.agent.getCustomDataForField(#).input }} | User field for<br>agent<br>assigned to<br>ticket | Replace #<br>with user<br>field ID<br>number   |
| {{ ticket.feedback_rating }}                             | Satisfaction rating                              |  |
| {{ ticket_object.person.getSummary }}                    | User<br>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.