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Using Variables in ticket triggers to add notes and replies

Collecting Feedback

- HP Humberto Pomales
- **Ime foruma:** #Feature Request

Currently when setting a subject line you can use advanced formatting and ticket variables:

Actions ?

then The following actions will run:

Set Subject

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.

☒ Use advanced formatting ?

+ Action

Save

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

