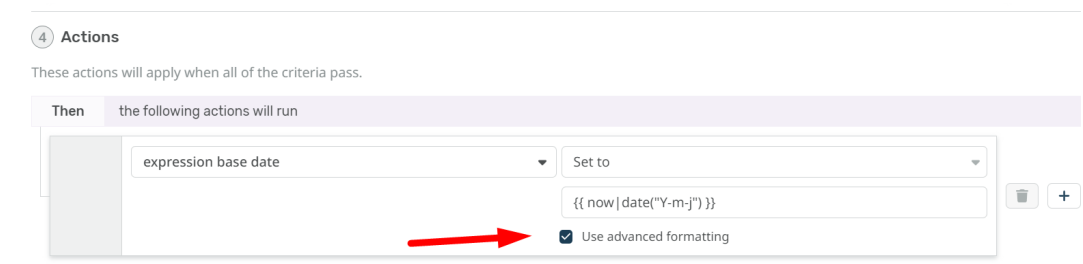


Use advanced formatting for Triggers

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 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.