# First Message Variable Collecting Feedback

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- **Forum adı:** #Feature Request

We would like the have a variable that prints the first message of a ticket.<br />

For us such variable would be useful to include in an email template that (in some cases) gets sent to our client, when the ticket is resolved. That way, our client has the original request for context when we inform them we've resolved a specific issue.

To quote another user, this would be a great addition to " and  which include the last message only, and the which includes the complete history with all messages", as well as the 'Last User Message Variable' proposed by the other user.