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## How to display a ticket custom field in an email template or Help Center template

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Ticket custom fields can be added to triggers, escalations, email templates, and Help Center templates. By adding a custom field item ID in a variable and including it in a trigger subject line or email template, it is possible to reference that custom field and populate the subject or template with the respective field.

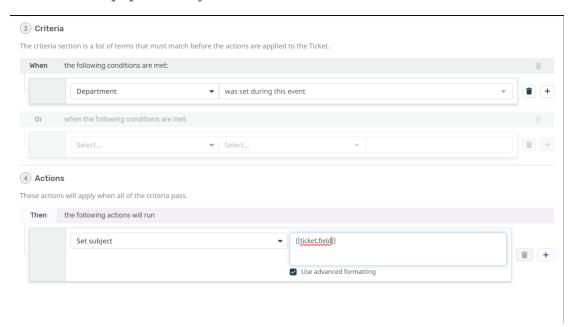
## **Custom fields in Trigger Action 'Set Subject':**

In order to add custom fields to the subject of a ticket through the Trigger automation, you will need to:

- 1. Find the ID number of the field.
- 2. Replace the N in the following variable of the field.

with the ID number

3. Add the variable to the 'Set subject' Trigger Action. Depending on the type of trigger, this setting will prompt a change to the ticket subject line which will be populated by the custom field instead.



## **Custom fields in Email templates:**

In order to add custom fields to Email templates, you will need to:

- 1. Find the ID number of the field.
- 2. Replace the N in the following variable {{
   render\_ticket\_custom\_field(ticket, N, 'text') }} with the ID
   number of the field.
- 3. Add the variable to the Email template and then Save.

```
Email subject
  1 {{ render_ticket_custom_field(ticket, N, 'text')
     <head>
       blocks:resources.html.twig
     </head>
<body>
   6 emails common:email code top.html.twig
   8 blocks:header.html.twig
  10
11
12
        {% set message = ticket_messages|first %}
{% if message.person.is_agent %}
          emails common:ticket message agent.html.twig
  13
14
          emails common:ticket message.html.twig
  15
16
17
18
19
20
21
        <br /><br />
        {% for message in ticket_messages|slice(1) %}
{% if not context.message_limit or loop.index0 < context.message_limit %}
[emails common:ticket message row.html.twig]</pre>
  22
23
24
25
26
27
28
        [helpcenter.emails.ticket access ticket online]
  <a href="{{ ticket_link }}">{{ ticket_link }}</a>
{% endif %}
 33
34 [emails common:email code bottom.html.twig]
```

Note

For user custom fields this would be: {{ render\_person\_custom\_field(ticket\_person, N, 'text')}}

## **Custom fields in Help Center templates:**

In order to add custom fields to Help Center templates, you will need to:

- 1. Find the ID number of the field.
- 2. Replace the N in the following variable {{ticket.renderCustomFieldN | raw}} with the ID number of the field.
- 3. Add the variable to the Help Center template.