Update ticket properties from variable in email text/body In Development

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- **Forum name:** #Feature Request

Sometimes, it is useful to create tickets from 3rd party services which don't allow you to customize the sender email address. For example, we have a workflow where someone completes a form on Microsoft Forms, which is linked to a Flow which sends emails to the Help Desk to follow up. Obviously, these emails come from predetermined service accounts, however, we have the ability to completely customize the body of the notification email.

It would be great to have the ability to embed "variables" in the body of an email in order to set some ticket properties based on content of the email using ticket triggers, in the way that e.g. Spiceworks allows you to with their "Ticket commands": https://community.spiceworks.com/support/help-desk/docs/ticket-rules#command-options.