

New Feature: Web Hook Variables

2014-11-03 - Ben Henley - Comments (0) - Product

Web hook actions enable your automatic processes, like triggers, to call external services using the web's HTTP protocol. This means that with a little technical know-how, you can have DeskPRO talk to other web services: your helpdesk could post alerts on your intranet, or your web service could alert users when they have a ticket reply.

We've now added support for [variables](#), so you can customize the HTTP headers and parameters with details of the ticket and provide more precise information to external services.

Custom headers:	<code>X-Custom-Header: acme1</code> <code>X-Deskpro-TicketAgentTeam: {{ ticket.agent_team.name }}</code>
Custom data:	<code>{{ ticket.id }}</code> , <code>{{ ticket.subject }}</code> , <code>{{ ticket.department.title }}</code>

To use a web hook, just go to your admin interface and add a **Call Web Hook** action to a trigger, SLA or escalation.

See our admin manual for more details about [web hooks](#).