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Use advanced formatting for Triggers

Kim - 2025-11-27 - [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 text fields

{{ now date_modify("-90 day") date("m/d/Y") }}	Current date - 90 days	this can be used with text 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.
{{ ticket.field# date_modify("+X days") date("m/d/Y") }}	Date + X days	Adds a number of days to the value in a date field. Replace # with the ID of the custom date field, and X with the number of days to add. The result must be output to a text field, not a date field.