

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

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](#).