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Snippet variables now support more custom fields

2023-02-14 - Lara Proud - Comments (0) - Product (Agent)

We've added support for more custom field types to be inserted as variables when using Snippets.

Insert Variable
Ticket Custom Fields Service Type
Product Type
Equipment Loan
Request Type
Deal Value
Account Number

So you can now create a Snippet with variables that will insert different field types. The following list details the different field types and the values that can be inserted:

- Single-line Text
- Multi-line Text
- Number
- Select
 - Single-select
 - Multi-select
- Toggle
- Date
- Date & Time

- Hidden
- URL
- Currency
- File

To see what values will be inserted into the message when using the variable, see the <u>Snippet Variable</u> section of the Agent Guide.