DeskPRO 1

How to display a ticket custom field in an email template or Help Center template

Matt Alias - 2023-08-30 - Comments (0) - General's category

Ticket custom fields can be added to triggers, escalations, email templates and user portal templates. By adding a custom field item ID in a variable and including it in a trigger subject line or email template, it is possible to reference that custom field and populate the subject or template with the respective field.

Custom fields in Trigger Action 'Set Subject':

In order to add custom fields to the subject of a ticket through the Trigger automation, you will need to:

1. Find the ID number of the field.

2. Replace the N in the following variable   with the ID number of the field.

3. Add the variable to the 'Set subject' Trigger Action. Depending on the type of trigger, this setting will prompt a change to the ticket subject line which will be populated by the custom field instead.

③ Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When	the following conditions are met:		🗑

	Department ▾	was set during this event ▾	🗑 +

Or	when the following conditions are met:		🗑

	Select... ▾	Select... ▾		🗑 +

④ Actions

These actions will apply when all of the criteria pass.

Then	the following actions will run

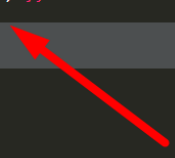|	Set subject ▾	{{ticket.field}}	🗑 +
		☑ Use advanced formatting	

Custom fields in Email templates:

In order to add custom fields to Email templates, you will need to:

1. Find the ID number of the field.

2. Replace the N in the following variable `{{ render_ticket_custom_field(ticket, N, 'text') }}` with the ID number of the field.

3. Add the variable to the Email template and then Save.

```
Email subject
  1 {{ render_ticket_custom_field(ticket, N, 'text') }}

Email
  1 <html>
  2 <head>
  3    blocks:resources.html.twig
  4 </head>
  5 <body>
  6 emails common:email code top.html.twig
  7
  8 blocks:header.html.twig
  9
 10    {% set message = ticket_messages|first %}
 11    {% if message.person.is_agent %}
 12        emails common:ticket message agent.html.twig
 13    {% else %}
 14        emails common:ticket message.html.twig
 15    {% endif %}
 16
 17    <br /><br />
 18
 19    {% for message in ticket_messages|slice(1) %}
 20      {% if not context.message_limit or loop.index0 < context.message_limit %}
 21          emails common:ticket message row.html.twig
 22      {% endif %}
 23    {% endfor %}
 24
 25    {% if app.isPortalEnabled() and can_login(recipient.id) %}
 26      <br /><br />
 27
 28      helpcenter.emails.ticket access ticket online
 29      <a href="{{ ticket_link }}">{{ ticket_link }}</a>
 30    {% endif %}
 31
 32 blocks:footer.html.twig
 33
 34 emails common:email code bottom.html.twig
 35 </body>
 36 </html>
```

Custom fields in Help Center templates:

In order to add custom fields to Help Center templates, you will need to:

1. Find the ID number of the field.

2. Replace the N in the following variable {{ticket.renderCustomFieldN | raw}} with the ID number of the field.

3. Add the variable to the Portal template.