# 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.

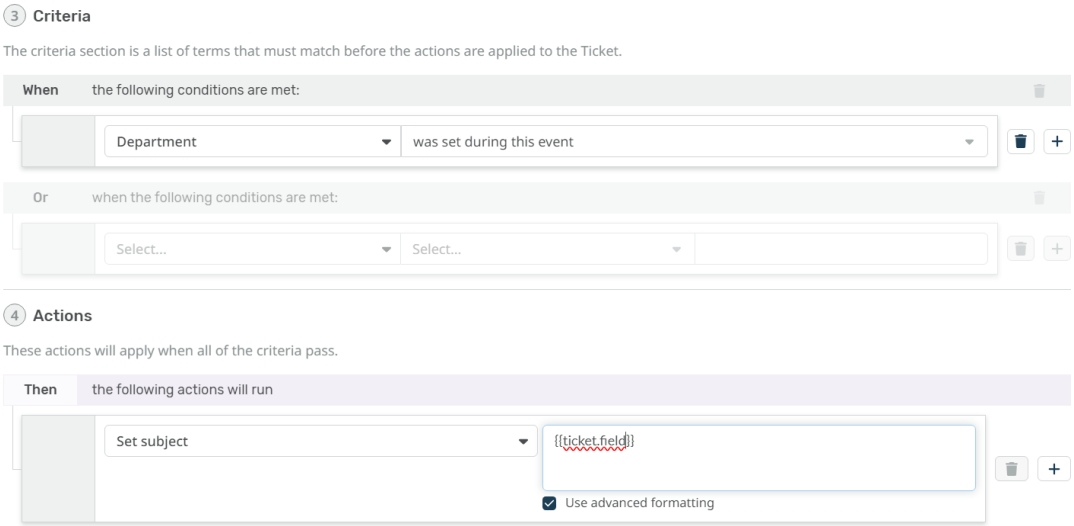
### Custom fields in Trigger Action 'Set Subject':

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.



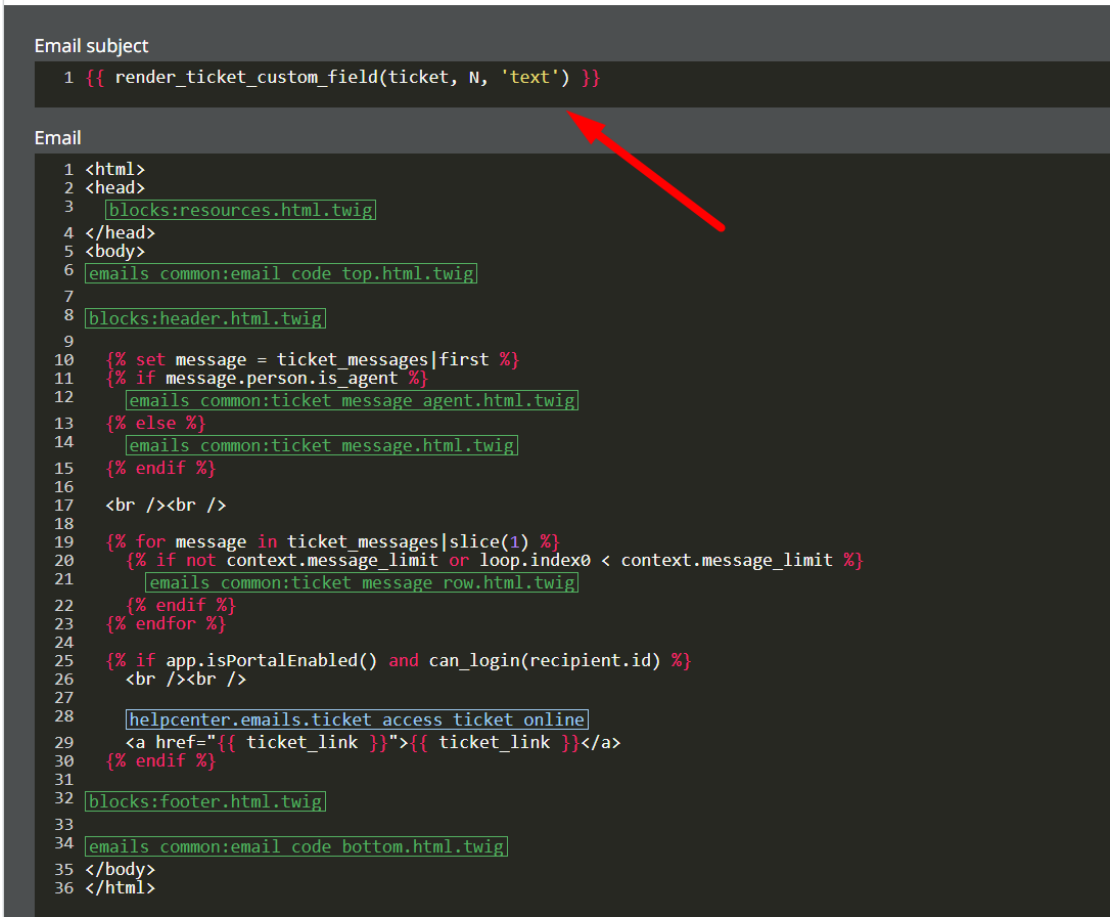

### Custom fields in Email templates:

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.




**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.