



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

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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 `%%N%%` 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 ▼ [trash] +

Or when the following conditions are met:

Select... ▼ Select... ▼ [trash] +

### 4 Actions

These actions will apply when all of the criteria pass.

**Then** the following actions will run

Set subject ▼ {{ticket.field}} [trash] +

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.