

Ticket Email Templates

The following variables are available for this email template:

VARIABLE	DESCRIPTION
email	The email object gives the designer access to the <code>setSubject</code> method, which takes a string that can include other variables.
userName	The recipient of the email, usually a stakeholder in the current workflow.
workItemName	The name of the workItem, either a ticket, or another kind of item.
ticketID	The ID of the ticket.
ticketName	The name of the ticket.
ticketPriority	The priority of the ticket (low, medium, high, and so on).
ticketDue	The string of the date that the ticket is due. See Modifying a Variable Display Date .
ticketStatus	The current status (workflow stage) of the ticket.
ticketDescription	The description of the ticket.
notificationDescription	The description of this ticket notification (Ticket Update Notification templates only).
ticketAttributeChangeDetails	The old and new values of changed attributes (Ticket Update Notification templates only).
commentOwnerName	The name of the user transitioning the workflow stage.