

Merge Fields

Merge fields are a great way for you to personalise messages sent to the end-user. For example, you may wish to address each user by name when sending a group e-mail or simply save yourself the time when writing a canned response!

Merge fields make use of the template engine `Handlebars`, allowing you to define complex logic when constructing messages that may be sent to the end-user. It is currently possible to use merge fields in the following areas of the help desk:

- Canned Responses
- E-mail Templates
- User Profile -> Send Email
- Mass Emails

Our e-mails templates are the perfect starting point to see how we've constructed content-rich e-mails. Below is a simple example of how you may define a merge field:

```
Dear {{ user.formatted_name }},
```

When sent to Joe Bloggs <joe.bloggs@googlemail.com> would be replaced by:

```
Dear Joe Bloggs,
```

To view a list of available merge fields in a given section, click the curly brackets icon in the editor. Below is an example of loading the merge fields while editing an email template.

This will open a popup with a full list of available fields, and clicking on the merge field will insert it directly in to the editor. There will usually be a preview or test button which can be used to verify the contents, however note that this usually makes use of test data.

For security reasons merge fields are ran inside a sandbox which only permits specific functionality. The allowed functionality has been detailed below:

Name	Example
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Online URL: <https://docs.supportpro.vn/article/merge-fields-163.html>