



# Actions reference

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The following resources in the Support REST API use the `actions` property:

- [Ticket Triggers](#)
- [Object Triggers](#)
- [Automations](#)
- [Macros](#)

The `actions` property consists of an array of one or more actions to perform if one or more [conditions](#) are met or if a macro is run.

## Example

```
1  {
2    "actions": [
3      {"field": "status", "value": "open"},
4      {"field": "assignee_id", "value": "296220096"}
5    ]
6  }
```

Each action in the array has the following properties:

Name	Type	Description
field	string	The name of a ticket field to modify
value	string	The new value of the field

### Example

```
1 {"field": "status", "value": "solved"}
```

## Shared actions

Ticket triggers, automations, and macros share the following actions.

field	value
status	Sets the ticket status. Takes "new", "open", "pending", "hold", "solved", or "closed", except for macros, which don't take "new" or "closed"
type	Sets the ticket type. Takes "question", "incident", "problem", or "task"
priority	Sets the ticket priority. Takes "low", "normal", "high", or "urgent"
group_id	Assigns the ticket to a group. Takes a string with a group id, or an empty string ("") to unassign the group assigned to the ticket
assignee_id	Assigns the ticket to a person. Takes a string with the user id of an assignee or requester, or "current_user", or an empty string ("") to unassign the person assigned to the ticket
set_tags	A space-delimited list of tags to insert in the ticket. The action replaces the current tags
current_tags	A space-delimited list of tags to add to existing tags
remove_tags	A space-delimited list of tags to remove from existing tags
custom_fields_	Sets the value of a custom ticket field
custom_status_id	The custom ticket status id
ticket_form_id	Sets the ticket form used for the ticket

field	value
follower	Adds a user as a follower on a ticket
share_ticket	Shares the ticket with an account that has a <a href="#">ticket sharing agreement</a>

## Additional actions for ticket triggers and automations

In addition to the shared actions, ticket triggers and automations share the following actions.

field	value
satisfaction_score	Sends a survey request to the ticket requester. Takes "offered" as a value
notification_user	Sends an email to a user. Takes an array of three strings specifying the email recipient, subject, and body. See <a href="#">Notification emails</a> . Possible recipient value: "current_user", "all_agents" (all non-restricted agents), "requester_id" (the current requester), "assignee_id" (the current assignee), or the numeric ID of an agent
notification_group	Sends an email to a group. Takes an array of three strings specifying the email recipient, subject, and body. See <a href="#">Notification emails</a> . Possible recipient value: "group_id" (the currently assigned group), or the numeric ID of a group
notification_target	Sends a message to an external target. Takes an array of two strings specifying the numeric ID of the target and the message body
notification_webhook	Sends a message to an active webhook. Takes an array of two strings specifying the unique ID of the webhook and the message body
tweet_requester	Responds to the X (formerly Twitter) requester with a tweet. Takes the text of the tweet
cc	CC's somebody on the ticket. Takes "current_user" or the numeric ID of an agent
locale_id	Sets the requester's language to one of your supported languages. Takes the numeric ID of a supported locale. See <a href="#">List locales</a> to list the available locale IDs for the account
requester.custom_fields.<field_key>	Sets the value of a custom user field. The corresponding value property can be any string for a text field, or the id of an option for a dropdown

field	value
	field. An option id must be specified as a string. For a field's key or option id values, see <a href="#">Show User Field</a> in User Fields

## Additional actions for ticket triggers

In addition to the shared actions, ticket triggers have the following actions.

field	value
brand_id	A brand to add to the ticket
follower	A follower to add to the ticket
add_skills	A comma-delimited list of skills to insert into the ticket. Requires omnichannel routing to be enabled. (Professional plans and above)
set_skills	A comma-delimited list of skills to insert into the ticket. This action replaces all current skills. Requires omnichannel routing to be enabled. (Professional plans and above)
remove_skills	A comma-delimited list of skills to remove from the ticket. Requires omnichannel routing to be enabled. (Professional plans and above)
ticket_fields_{id}	A custom ticket lookup relationship field pointed to Users
lookup:ticket.ticket_fields_{id}.custom_fields.{key}	A custom ticket lookup relationship field pointed to a custom object's field

## Additional actions for macros

In addition to the shared actions, macros have the following actions.

field	value
subject	Replaces the subject of a ticket. Takes the subject text

field	value
comment_value	Adds a comment to a ticket. Takes the comment text or an array of two strings specifying the comment channel and comment text. Possible comment channels : "channel:all", "channel:web" and "channel:chat"
comment_value_html	Adds a rich-text comment to a ticket
comment_mode_is_public	Makes a ticket comment public or private. Takes true (public) or false (private)
follower	A follower to add to the ticket
brand_id	A brand to add to the ticket

## Notification emails

Certain actions send an email notification to the user. Notification emails are represented by an array of three strings specifying the email recipient, subject, and body.

```
1  ["293741756", "Leaking radiator", "Open the steam valve."]
```

The array is used for the `value` property of email notification actions. See "Additional actions for triggers and automations" above.

### Example

```
1  {
2    "actions": [
3      {"field": "notification_user", "value": ["293741756", "Leaking radiator",
4        "Open the steam valve."]}
5    ]
6  }
```

You can use dynamic content placeholders in the email subject and body. See [Zendesk Support placeholders reference](#).

You can also use return ("`\r`") and newline ("`\n`") characters in the message body.

### Example

```
1 ["current_user", "{{ticket.id}}: Leaking radiator",  
  "Open the steam valve.\r\nHope this helps."]
```

## Actions for object triggers

The actions available for each object trigger vary based on the types of fields defined for the object.

field	value
text	Enter any text-based value.
textarea	Enter any text-based value.
checkbox	Select True or False.
date	Select a date
date	Enter a whole number
integer	Enter a numeric value.
decimal	Enter any decimal value.
regexp	Enter any value.
dropdown	Select from the field's options.
lookup	Select from records of that target object and specify an action for records of the related object.
multiselect	Select from the field's options.

Additionally, the following notification actions are available for all object triggers:

field	value
notification_webhook	Sends a message to an active webhook. Takes an array of two strings specifying the unique id of the webhook and the message body
notification_group	Sends an email to a group. If the object is related to tickets, select the group to notify. If you select a different notification destination when editing a trigger action, the body text resets.

field	value
notification_user	Sends an email to a user related to the object or a related object. Takes an array of three strings specifying the email recipient, subject, and body. See <a href="#">Notification emails</a> . Possible recipient value: "current_user" (the last person who updated the record), "all_agents" (all non-restricted agents), or the numeric ID of an individual agent

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