C2 ITSM version 4.16

Tag Guide

Contents

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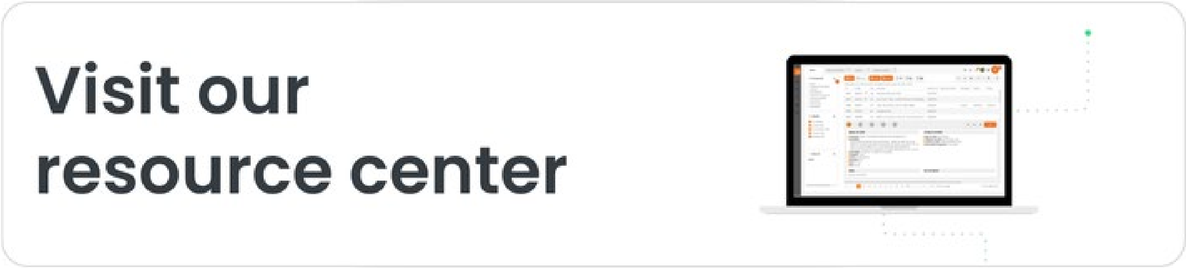

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Term	Definition
Action	An action in C2 represents a command that the system will execute based on an associated trigger.
Application	The C2 application is the part of the tool that is accessible to resources, administrators, and managers for managing requests.
Assignation	An assignation makes it possible to send a ticket or task to a group or user to perform a processing action.
Attribute	An attribute is information about a configuration item. For example, it can be the name, location, version number or cost of an equipment.
Category	A category is a grouping of items that have attributes in common. Examples of categories: Infrastructure Management, IT Support, Human Resources.
Client	A client is anyone authorized to open a ticket by either speaking with a resource or directly through the portal.
Concurrent access	Concurrent access is a unit of measurement that represents users accessing the application at the same time; also called simultaneous access.
Configuration	The term configuration is used generically to describe a group of configuration items (CIs) that work together to provide an IT service or a recognizable part of an IT service. It is also used to describe the settings of one or more CIs.
Configuration items (CI)	A configuration item (CI) is a CMDB element to which you can assign many customized attributes. Configuration items (CIs) are mainly used to represent the enterprise's assets. Examples of CIs related to IT support: Lexmark 5200 Printer, Dell Inspiron 5520 Laptop

Configuration Management Database (CMDB)	The configuration management database (CMDB) is a set of processes for managing service assets and configurations to record information about configuration items (CIs).
Custom field	A custom field is a field not provided by the system. It can be configured to contain additional information or attributes that can be added to a request, client record or CI. Examples related to a material purchase request: Brand, model, serial number
Dashboard	A dashboard is a graphical representation of a service's overall performance and availability. These charts can be updated in real time and added to management reports and web pages.
Enterprise	An enterprise represents a group of clients. For example, it can be a location, department, company, or organization.
Entities	Entities are objects on which automation can be applied. Examples: Clients, enterprises, CIs, resources, requests, tasks.
Field	A field is an interface element that can be filled in either by a configured context-sensitive drop-down list or a blank input field.
Filter	A filter sorts the visible elements in a grid based on the selected criteria.
Form	A form can take many shapes in C2. For example, it can be a predefined document with fields in which a client or resource enters the requested information.
Grid	A grid is a part of the user interface that groups different menu items in a column.

Group	A group represents a set of people with the same rights, permissions and access.
Impact	An impact is the measure of the effect of an incident, problem or change on business processes.
Imports	Imports are lists of text data extracted from an application, in order to be able to execute said data on another program.
Incident	An incident is an event that is not part of the standard operation of a service and that causes an interruption or drop in the quality of that service. It can be resolved by implementing a workaround solution. Sample incidents: Printer not working > print on another printer. Non-functional telephone line > use a mobile phone
Knowledge base	A knowledge base consists of a database containing knowledge specific to a specialized domain, in a form that can be used by an application's query string.
List	A list represents an ordered sequence of items used as the basic structure in system fields or custom fields.
List items	List items represent a word or group of words associated with a drop-down list in the C2 ITSM interface.
Metric	A metric represents what is measured and reported on to help manage a process, an IT department or an activity.
Planned downtime	An agreed-upon period of time during which a service is not available. Planned downtime is often used for maintenance, upgrades or testing.
Portal	The portal is the web interface for the consumption of the service catalog by clients.
Priorities	Priorities allow for the management of priority matrices related to service agreements. Impact and urgency are used by the system to assign priority.

Problem	Cause of one or more incidents, known or unknown, that occurred at the time an incident was recorded.
Process	A process refers to a set of business rules that are automatically executed by the application to achieve a specific goal. A process automates event-driven elements and can be executed once or several times. It applies to different entities in C2 ITSM that will generate one or more actions. A process handles one or more defined sources (inputs) and transforms them into results (outputs). A process may include the definition of roles, responsibilities, tools, and management controls necessary to reliably resolve and produce results. A process may also include policies, standards, best practice guides, activities and work instructions, if required.
Queue	A queue is a data structure for grouping requests, depending on the resource team responsible for it. The queues visible on the resource application are accessible according to the groups in which they are associated.
Relation	A relation refers to a link between two configuration items that defines a dependency or connection between them.
Request	A request represents a formal inquiry by a user for a service to be provided. It can be an incident, a service request, a change request, or a problem. Examples: Request access to a color printer, Request a new cell phone
Resolution	A resolution is the action of resolving the root cause of an incident or problem by implementing a permanent solution or workaround.
Resource	A resource is anyone authorized to access the C2 application to create or manage tickets and tasks.

Server	A server refers to a computer device connected to a network that provides software functions used by other computers.
Service	A service represents a grouping of requests that have a common element and may have a schedule that differs from that of an enterprise. A service is considered as a CI in the database, it is possible to add additional attributes to it. Example of IT services: Printing service, Telephony service
Service catalog	The Service Catalog contains information on all services in operation and those available for deployment. The Service Catalog is the only section of the service portfolio made public to clients. The Service Catalog includes information on deliverables, pricing, contact points, ordering and request processes.
Service hours	Service hours represent an agreed-upon time frame during which a specific service must be available to users.
Service level	The service level represents the measured and reported achievement of one or more targets and defines the client's expectations of the provider in terms of response time, resolution time and quality of service.
Service Level Agreement (SLA)	A Service Level Agreement (SLA) is an agreement between a service provider and a client. It describes the service, documents the service level targets, response time and specifies the responsibilities of the service provider and the client.
Service Provider	A service provider is an organization that provides services to one or more internal or external clients.
Tag	A tag is a syntactic unit that allows you to retrieve information captured in the C2 ITSM solution. For example: Using the [Custom181/] tag retrieves information from a custom field with the number 00000181.

Target	A target represents the entity to which you can apply configurations in the various C2 ITSM menus.
Task	A task represents an activity in the process of a request that requires an action to be performed by a resource or a client to fulfill the request. Example of tasks related to a request for accessing a color printer: Request approval, give access rights to the color printer, validate that the color printing is functional.
Template	A template represents an editable and reusable layout.
Ticket	A ticket is synonymous with a request, representing the concretization of the request addressing a service need or an incident and allowing the processing and follow-up of the request.
Urgency	Urgency is the measure of time that defines how an incident, problem or change will affect, significantly or not, the services of an enterprise.
User	A user represents anyone who can access C2 ITSM using an active license. Users in C2 are split into two types: clients and resources.
Workaround	A workaround represents a temporary measure whereby the business process operates without the use of the usual services.

1. Introduction

This guide aims to help you use C2 ITSM tags to access and include specific information in email templates, print templates, notifications, or API calls.

This guide includes the most used tags. If a particular tag is missing, you can try to deduce it from the other tags.

> *Note: For further assistance with specific tags, please contact the C2 ITSM support team.*

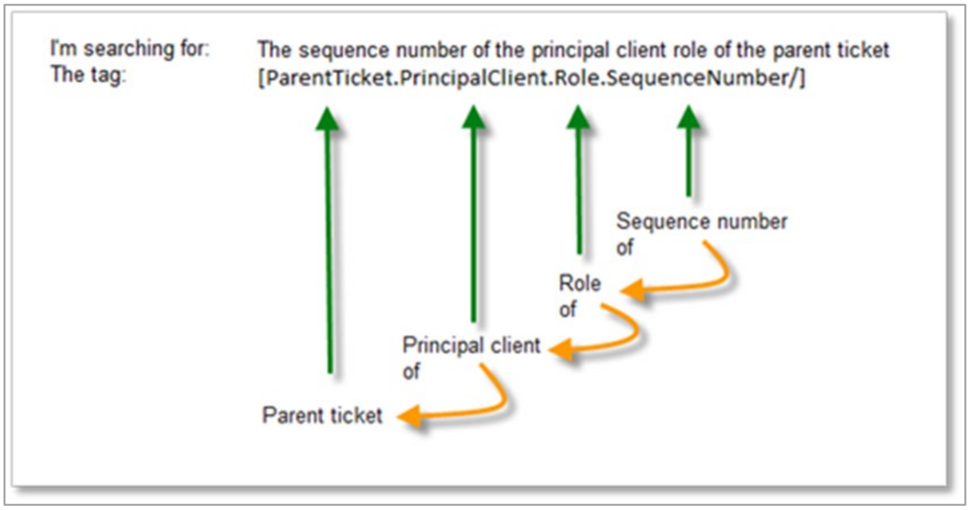
1.1. The logic behind our tags

Tags allow you to retrieve accurate information from your database. To do this, you must use and respect their execution logic.

To use tags, you must use the following structure:

- The values of the tag must be enclosed in two square brackets: [Value]
- Values must be separated by periods: ZValue.YValueXValue
- The last value must be accompanied by a forward slash in front of the bracket: /

For example, to find the sequence number associated with the primary client's role in a parent ticket, you must use the following logical structure:



To help you recognize the logical structure to use in a tag, write it and read it backwards, from right to left. Using this logic, you can access most of the information from your database.

> *IMPORTANT: Tags are case-sensitive and use an English nomenclature, regardless of the language of your ITSM C2 instance.*

1.2. Building tags

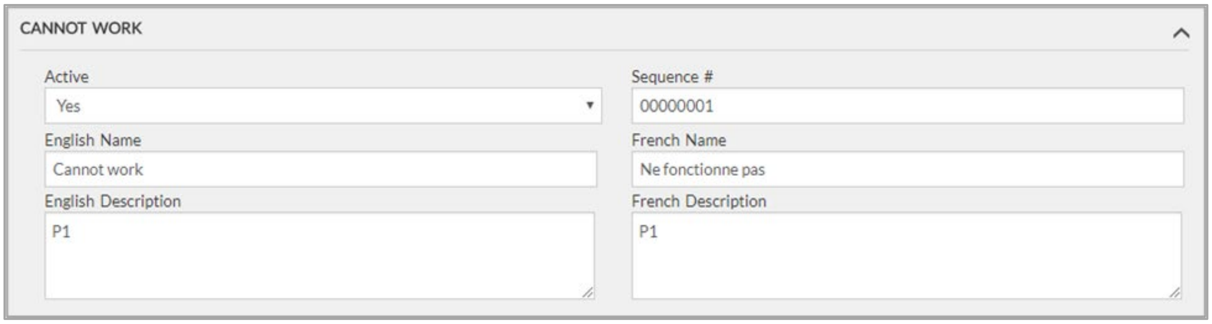
Building tags allows you to retrieve different information from your database for the same field.

You can use this logic to retrieve most of the data stored in your database.

For example, to retrieve information related to urgency, use the following tags for the "Urgency" field:

Tag	Description
[Urgency.CreatedBy/]	The name of the resource that created the ticket's urgency.
[Urgency.CreatedDateTime/]	Date the ticket urgency was created.
[Urgency.NameId/]	Name of the emergency.
[Urgency.DescriptionId/]	Description of the urgency of the ticket.
[Urgency.IsActive/]	Returns "1" when the emergency is active or "0" if inactive.
[Urgency.IsDeleted/]	Returns "1" if the emergency is deleted or "0" if it is not deleted.
[Urgency.SequenceNumber/]	Ticket emergency sequence number.

Let's take the following scenario: user Marie Tremblay adds the emergency "Not working" to a ticket.



If we apply the tags described above for the "Emergency" field, the values returned are as follows:

Tag	Tag result
[Urgency.CreatedBy/]	Mtremblay
[Urgency.CreatedDateTime/]	2024/07/07 10 :15
[Urgency.NameId/]	Not working
[Urgency.DescriptionId/]	P1
[Urgency.IsActive/]	1
[Urgency.IsDeleted/]	0
[Urgency.SequenceNumber/]	1

2. List of tags by entities

To obtain the values contained in the fields you are looking for, you must use the appropriate tags for the different entities in C2 ITSM. This chapter includes the tags to use for each of the feature types.

2.1. Ticket tags

This section includes the tags that allow you to retrieve information from the different sections of a ticket.

You can use them in "email templates," "print templates," inside processes that create "notes" or "notifications," and in "API calls."

2.1.1. Client section

The following tags allow you to get the information associated with the different fields in the client section of a ticket.

Retrieve the primary client or all clients

In order to retrieve information from the primary client of a ticket, you must use the "[PrincipalClient.XXX/]" tag, and replace "XXX" with the information you want to obtain from the client. Like what:

Tag	Description
[PrincipalClient.ContactInfo.FullName/]	Full name of the client/primary approver of the ticket.

You can also get information about all clients associated with tickets by using the following tag:

Tag	Description
[Clients.Client.ContactInfo.FullName/]	Full names of all ticket clients, separated by a comma.

For the complete list of tags that target the fields in the client record, please refer to the section: 2.2 Client tags.

> *Note: If you want to display information about all clients associated with a ticket, please refer to section: 3. The collection fields.*

Recover the business from the primary client

To get the primary client's company information from a ticket, you must use the "[Enterprise.XXX/]" tag and replace "XXX" with the information you want to get from the company. For example:

Tag	Description
[Enterprise.Name/]	Company Name

For the complete list of tags that target the fields of the business listing, please refer to the section: 2.5 Business tags.

2.1.2. Assigned to resources section

To retrieve the main resource information from a ticket, you must use the [PrincipalResource.XXX/] tag, and replace "XXX" with the information you want to get from the resource.

Since the resource form contains fields that are the same as for the client form, you can refer to section 2.2 Client tags for a more complete list of tags.

For resource-specific fields, please refer to section 2.4 Resource tags. Here are some examples of tags targeting resources:

Tag	Description
[PrincipalResource.ContactInfo.FullName/]	Full name of the primary resource
[Assignees.Resource.ContactInfo.FullName/]	The display name of all resources, separated by commas

> *Note: If you want to display information about all the resources associated with the ticket, please refer to section: 3. Collection fields.*

2.1.3. Associated CI Section

To access the primary configuration item (CI) information from a ticket, you must use the [PrincipalCI.XXX/] tag, and replace "XXX" with the information you want to get from the CI. Refer to the CI section for a list of CI fields. For a complete list of tags targeting configuration item (CI) fields, please refer to section: 2.3 Configuration item (CI) tags.

Examples include:

Tag	Description
[PrincipalCI.ListItem.NameId/]	Name of the banknote's main AC
[PrincipalCI.CINumber/]	Ticket Master AC Number
[CIs.CI.ListItem.NameId/]	Name of all CIs, separated by commas

For a complete list of tags that target fields in a configuration item (CI), please refer to the section: 2.3 Configuration item (CI) tags.

> *Note: To view information about all the CIs associated with the ticket, refer to section 3. The collection fields.*

2.1.4. Follow-up section

Here is the list of tags that allow you to retrieve the information contained in the fields of the "Follow-up" section of a ticket:

Tag	Description
[CreatedDateTime/]	Creation date
[CreatedBy/]	Created by
[LastModifiedDateTime/]	Last modified

[LastModifiedBy/]	The username of the last resource that edited the ticket
[ClosedDateTime/]	Closing date
[ClosedBy/]	Closed by
[FirstAssignationDate/]	Date of Assignment
[ImplementationDate/]	Implementation date
[ReactivationDate/]	Reopening date

2.1.5. Planning section

List of tags that allow you to get the information contained in the fields of the "Planning" section of a ticket:

Tag	Description
[IsFullDay/]	All day
[StartDate/]	Start date
[EndDate/]	End date

2.1.6. Service Level Section

List of tags that allow you to get the information contained in the fields of the "Service level" section of a ticket:

Tag	**Description**
[ResponseTime/]	Response time, returns an integer value such as "5". *Note: You can use it with the "ResponseTimeUnit" tag to have a more cohesive result such as "5 Minutes".*

[ResponseTimeUnit/]	Response time unit returns a time measure such as "Minute". *Note: You can use it with the "ResponseTime" tag to have a more cohesive result such as "5 Minutes".*
[ResolutionTime/]	Resolution time returns an integer value such as "5". *Note: You can use it with the "ResolutionTimeUnit" tag to have a more cohesive result such as "5 Minutes".*
[ResolutionTimeUnit/]	Resolution time unit returns a time measure such as "Minute". *Note: You can use it with the "ResolutionTime" tag to have a more cohesive result such as "5 Minutes."*
[PrioritizationDate/]	Ticket prioritization date
[WorkingHours247/]	Working hours returns a value of "0" if "working hours" or a value of "1" if "24/7 Service".
[ResponseDate/]	Calculated response date
[TakingChargeDate/]	Actual response date
[DueDate/]	Calculated resolution date
[ResolutionDate/]	Actual resolution date
[SelectedDueDate/]	Expected resolution date
[Cost/]	Ticket cost
[Price/]	Ticket price

2.1.7. Assigned to groups section

Use the [PrincipalGroup.ListItem.NameId/] tag to access the principal group's name from a ticket. If you want to display the names of all the groups assigned to the ticket, use the [Assignees.Group.ListItem.NameId/] tag. Examples include:

Tag	Description
[PrincipalGroup.ListItem.NameId/]	Main group name
[Assignees.Group.ListItem.NameId/]	Name of the groups assigned to the ticket, separated by commas
[Assignees.Group.ResourceGroups.Resource.ContactInfo.EmailAddress/]	All group resources Email addresses
[Assignees.Group.EmailAddress/]	Group email address

2.1.8. Timer Section

List of tags to get the information contained in the fields of the "Timer" section of a ticket:

Tag	Description
[Duration/]	Duration
[EstimatedDuration/]	Estimated duration
[TotalDuration/]	Total duration
[DifferenceDuration/]	Difference
[BankedHour.ListItem.NameId/]	Name of the time bank
[BankedHour.QtyBought/]	Bought
[BankedHour.QtyConsumed/]	Consummate
[BillableDuration/]	Billable duration
[BillableOvertime/]	Billable overtime

[TotalBillableDuration/]	Total billable duration
[TotalBillableOvertime/]	Total billable overtime

2.1.9. Categorization section

List of tags that allow you to get the information contained in the fields in the "Categorization" section of a ticket:

Tag	Description
[Catalog.ListItem.NameId/]	Ticket catalog
[Category.NameId/]	Ticket category
[Service.NameId/]	Ticket service
[Request.ListItem.NameId/]	Name of ticket request

2.1.10. Information section

List of tags that allow you to get the information contained in the fields in the "Information" section of a ticket:

Tag	Description
[Queue.NameId/]	Queue
[Status.ListItem.NameId/]	Status
[State.NameId/]	State
[BusinessService.NameId/]	Business Services
[IsPublic/]	Visible on the portal
[Origin.NameId/]	Ticket origin
[ClosingReason.NameId/]	Closing Reason (when status is set to “Closed”)
[Level.NameId/]	Level (for incident only)

[ChangeType.NameId/]	Type of change (for change request only)

2.1.11. Prioritization Section

List of tags that allow you to get the information contained in the fields in the "Prioritization" section of a post:

Tag	Description
[Impact.NameId/]	Impact
[Urgency.NameId/]	Urgency
[ClientRole.NameId/]	Client role
[Priority.ListItem.NameId/]	Ticket Priority

2.1.12. General description section

List of tags that allow you to get the information contained in the fields in the "General description" section of a post:

Tag	Description
[Summary/]	Summary
[Description/]	Description

2.1.13. Resolution section

List of tags that allow you to get the information contained in the fields in the "Resolution" section of a ticket:

Tag	Description
[ResolutionType.NameId/]	Resolution Type
[ClientResolution/]	Client resolution
[TechnicalResolution/]	Technical resolution

2.1.14. Workflow section

The information you can get in the workflow section comes from the tasks that are present there. The tasks in a request's workflow mostly comprise the same field sections as a ticket so that you can use the same tags as for tickets.

In addition, some tags are specific to tasks, particularly for approval-type tasks:

Tag	Description
[Step/]	Task Step
[EstimatedDuration/]	Estimated duration
[IsTask/]	Returns "1" if it's a task or "0" if not.
[IsApproval/]	Returns "1" if it's an approval or "0" if not.
[ApprovalDate/]	Task approval date
[ReasonForRejection/]	Task refusal reason

You can also display the parent ticket information in an email or print template from a task, in which case you must add "ParentTicket" in front of the tag.

Here's an example:

Tag	Description
[ParentTicket.Summary/]	Parent ticket summary

> *Note: If you want to display information about all tasks, please refer to section: 3. Collection fields.*

2.1.15. References section

A list of tags that allow you to get the information contained in the fields in the "References" section of a post:

Tag	Description
[ReferencesBy.ReferenceTo.SequenceNumber/]	Ticket numbers “Referenced By”
[ReferencesTo.Ticket.SequenceNumber/]	Ticket numbers “References To”

> *Note: If you want to view information for all references, refer to section 3. Collection fields.*

2.1.16. Attachments section

List of tags that allow you to get the information contained in the fields in the "Attachments" section of a post:

> *Note: If you want to view information for all attached files, refer to section 3 Collection fields.*

Tag	Description
[Attachments.FileId/]	All ticket attachments (not available for print templates)

> *Note: Using the appropriate tag, you can use custom "Attachments" fields in shipments with templates. Attachments will be added to the email template, but cannot be used with the print templates.*

2.1.17. Notes and emails section

You can only use collection field tags to retrieve information from the notes and emails section. For the list of collection field tags to use, please refer to the section: 3.2.6 Notes and Emails Section.

2.1.18. Activities section

No tags exist to target the information in a ticket's "Activities" section.

2.1.19. Other ticket tags

List of additional tags that target the information in a ticket:

Tag	Description
[SequenceNumber/]	Ticket sequence number
[FormattedSequenceNumber/]	The sequence number of the ticket formatted without the "0s"
[TicketType.NameId/]	Ticket type
[IsIncident/]	Returns "1" if the ticket is of type "Incident" or "0" if it is not.
[IsChangeRequest/]	Returns "1" if the ticket is a change request, or "0" if it is not.
[IsProblem/]	Returns "1" if the ticket is a problem, or "0" if it is not.
[IsServiceRequest/]	Returns "1" if the ticket is a service request, or "0" if it is not.
[IsProject/]	Returns "1" if the ticket is a project, or "0" if it is not.
[Status.ListItem.NameId/]	Status
[IsNew/]	Returns “1” if the ticket status is new, or "0" if it is not.
[IsClosedTicket/]	Returns “1” if the ticket status is closed, or "0" if it is not.
[IsDeleted/]	Returns “1” if the ticket status is deleted, or "0" if it is not.
[IsLocked/]	Returns “1” if the ticket is locked, or "0" if it is not
[IsSubTicket/]	Returns “1” if the ticket is a subquery, or "0" if it is not.
[HasUnreadEmail/]	Returns “1” if the ticket has unread emails, or "0" if it is not.
[HasUnreadNote/]	Returns “1” if the ticket has unread notes, or "0" if it is not.

2.2. Client tags

This section includes tags that allow you to retrieve information from the various fields associated with clients. To use the following tags, you must insert them in an "action."

List of available tags:

Tag	Description
[SequenceNumber/]	Client sequence number of the ticket
[IsActive/]	Ticket client status
[ContactInfo.Gender/]	Gender
[Language/]	Language
[ContactInfo.FirstName/]	First name
[ContactInfo.LastName/]	Last name
[ContactInfo.FullName/]	Full Name (First Name + Last Name)
[ContactInfo.EmailAddress/]	Email address
[HasPortalAccess/]	Access to the portal for this ticket's client
[Username/]	Ticket client username
[Role.NameId/]	Role of the client
[Catalog.ListItem.NameId/]	Customized catalog
[ContactInfo.HomePhone/]	Home phone
[ContactInfo.MobilePhone/]	Mobile phone
[ContactInfo.OfficePhone/]	Work phone
[StreetName/]	Address
[City/]	City

[PostalCode/]	Area code
[Country.NameId/]	Country
[Province.NameId/]	State or province
[CreatedBy/]	Name of the resource who created this client
[CreatedDateTime/]	Creation date of this ticket's client
[IsDeleted/]	Returns 0 if the client is not deleted
[IsNew/]	Returns 0 if not a new client
[LastModifiedDateTime/]	Date the client of this ticket was last modified

2.3. Configuration Item (CI) tags

This section includes the tags that allow you to retrieve the information from the various fields associated with the configuration items (CIs).

To use the following tags, you need to insert them into an "action".

Here is the list of available tags:

Tag	Description
[IsActive/]	Active
[SequenceNumber/]	Sequence Number
[CIType.NameId/]	Type of CI
[State.NameId/]	State
[Owner.ContactInfo.FullName/]	CI owner's name
[CIFolder.ListItem.NameId/]	CI folder
[CICategory.ListItem.NameId/]	CI category
[ListItem.NameId/]	CI name

[ListItem.DescriptionId/]	Description
[CIClients.Client.ContactInfo.FullName/]	Names of associated clients
[CIEnterprises.Enterprise.Name/]	Name of associated companies
[CIRelationsTo.ToCI.ListItem.NameId/]	Name of impacted CIs
[CIRelationsFrom.CI.ListItem.NameId/]	Name of dependent CIs
[Attachments.FileId/]	Attachments

2.4. Resource tags

The resource file contains most of the same fields as the client file, allowing you to use a tag structure similar to those of clients.

To retrieve resource information from fields identical to a client's file, simply replace "PrincipalClient" with "PrincipalResource" in the tags available in section 2.2 Client Tags.

For example, to get the primary resource's first and last name, use the tag "[PrincipalResource.ContactInfo.FirstName/]" instead of "[PrincipalClient.ContactInfo.FirstName/]."

In addition to the same fields as the client record, a resource's record also has unique fields. To obtain information from these fields, you must use the following tags:

Tag	Description
[ResourceState.NameId/]	Resource State
[CanManageAllTimesheetGroups/]	Returns 1 if the resource can manage timesheets for all groups. Returns 0 if the resource cannot manage timesheets for all groups.
[HasNamedLicense/]	1 = Holds a named license *Note: A named license represents a license assigned directly to a resource,*

	unlike a concurrent license which activates for the duration of a user's connection to the application and is released when the user logs out.

2.4.1. Connected resource

The following tags target information associated with the active resource in the ticket, not the resource assigned to the ticket.

To retrieve information from the connected resource, replace "PrincipalResource" with "Me" at the start of the tag.

For example: For the tag "[PrincipalResource.XXX/]", replace "PrincipalResource" with "Me" and replace "XXX" with the information you wish to obtain.

Tag	Description
[Me.ContactInfo.EmailAddress/]	Retrieves the connected resource's email
[Me.ContactInfo.FirstName/]	Resource first name
[Me.ContactInfo.LastName/]	Resource last name
[FullName/]	Resource full name
[Me.Username/]	Resource username
[Me.Role.NameId/]	Role of the resource
[Me.ContactInfo.EmailAddress/] or [Me.EmailAddress/]	Resource email address
[Me.ContactInfo.HomePhone/]	Resource home phone
[Me.ContactInfo.OfficePhone/]	Resource office phone number
[Me.ContactInfo.MobilePhone/]	Resource mobile phone

2.5. Enterprise Tags

This section includes the tags allowing you to retrieve information from the various enterprise fields.

Tag	Description
[SequenceNumber/]	Enterprise sequence number
[IsActive/]	Active
[Name/]	Enterprise name
[UnavailabilityReason.NameId/]	Reason for unavailability
[Parent.Name/]	Parent name
[StreetName/]	Address
[City/]	Town
[PostalCode/]	Area code
[ISOCountryCode/]	Country in code format
[ProvinceOrState/]	State or province in code format
[Phone/]	Phone number

2.6. Catalog tags

This section includes the tags that allow you to retrieve information from the various fields associated with the catalogs.

Tag	Description
[PrincipalClient.Catalog.ListItem.Catalog.CreatedBy/]	Email address of the resource that created this ticket's client catalog
[PrincipalClient.Catalog.ListItem.Catalog.CreatedDateTime/]	Creation date of this ticket's client catalog

[PrincipalClient.Catalog.ListItem.Catalog.IsActive/]	Returns "1" when the catalog is active or "0" when inactive.
[PrincipalClient.Catalog.ListItem.Catalog.IsDeleted/]	Returns "1" when the catalog is deleted or "0" if it is not.
[PrincipalClient.Catalog.ListItem.Catalog.LastModifiedBy/]	Username of the resource that made the most recent modification to this ticket's client catalog
[PrincipalClient.Catalog.ListItem.Catalog.LastModifiedDateTime/]	Date of the last edit to the client catalog for this ticket
[PrincipalClient.Catalog.ListItem.Catalog.SequenceNumber/]	Sequence number of this ticket's client catalog
[PrincipalClient.Catalog.ListItem.DescriptionId/]	Catalog description of the principal client for this ticket
[PrincipalClient.Catalog.ListItem.NameId/]	Catalog name of this ticket's principal client

2.7. Custom field tags

In order to retrieve the information from the custom fields, you must use the [CustomXX/] tag and replace "XX" with the "#" number of the custom field, excluding the "0" in front of the number. Example:

Tag	Description
[Custom181/]	Custom field "Product code" with number "#00000181." You must not put the "0" before the field number.

Note: Custom field numbers are entered in the "#" column of the custom field management menu.

2.7.1. Tag identifiers

The tag identifier allows you to separate the name of a custom field from its on-screen label. This allows you to have multiple custom fields with the same label, while retaining the ability to uniquely identify them for use in e-mail and print templates.

For example, you may have two custom fields with the name "Start date", but one of the fields is of type "DATE" and the other is of type "DATE AND TIME". In this case, adding a tag identifier such as: "DTE_DATE_DEBUT" and "DTE_HR_DATE_DEBUT" respectively, allows you to uniquely identify them to achieve this, we've added an optional field called "Tag" to the custom fields management menu. This identifier must be unique and can be used to replace a [Custom99/] tag, where “99” is the "Sequence number."

To add a tag identifier to a custom field, you need to fill in the optional field called "Tag identifier" in the custom field management menu. Certain restrictions apply you must choose a unique identifier that can only contain letters, numbers and underscores; accents are not accepted "é, à, etc.". For example, if you set the "tag" to "MY_TAG" for a custom field, you can refer to it as follows when defining a tag:

Thanks to tag identifiers, you can replace a [Custom99/] tag, where "99" is the "Sequence number", with a tag that uses the name of the tag identifier linked to its custom field:

- [tag:Tag_ID/]

For example, if you set "tag identifier" to "MY_TAG" for a custom field, you can refer to it as follows when defining a tag:

- [tag:MY_TAG/]

> *IMPORTANT: The "tag" at the beginning of the tag must always be lowercase, but the tag identifier is not case-sensitive.*

Here are some additional examples:

Tag	Description
[tag:TXT_PRENOM/]	Displays the content of the custom field with the TXT_FIRSTNAME tag.
[ParentTicket.tag:TXT_PRENOM/]	Displays the content of the custom field with the TXT_FIRSTNAME tag in the parent ticket.
[Me.tag:TXT_PRENOM/]	Displays the content of the custom field with the TXT_FIRSTNAME tag found in the form of the connected resource.
[tag:MON_TAG. ClientData.ContactInfo.EmailAddress/]	Displays the contents of the client's email in the custom field with the MY_TAG tag.

2.7.2. Knowledge Base

List of tags that allow you to get the information contained in this type of custom field:

Tag	Description
[CustomXX/]	Allows you to retrieve the name of the knowledge base article

2.7.3. Ticket

Tag to use to get information for this type of custom field:

Tag	Description
[CustomXX/]	Allows you to retrieve the ticket number.

2.7.4. Checkbox

Tag to use to get information for this type of custom field:

Tag	Description
[CustomXX/]	This allows you to retrieve the checkbox's status. It displays "Yes" if checked and "No" if unchecked.

2.7.5. CI

Tag to use to get information for this type of custom field:

Tag	Description
[CustomXX/]	Retrieves the name of the CI.
[CustomXX. CIData.CINumber/]	Retrieves the CI number.

2.7.6. Client

Tag to use to get information for this type of custom field:

Tag	Description
[CustomXX.ClientData.ContactInfo.EmailAddress/]	Allows you to retrieve the client's email address entered in the Custom XX field.
[CustomXX.ClientData.ContactInfo.FirstName/]	Allows you to retrieve the client's first name entered in the Custom XX field.

2.7.7. Email

Tag to use to get information for this type of custom field:

Tag	Description
[CustomXX /]	Allows you to retrieve the email address entered in the Custom XX field.

[CustomXX.ClientData.ContactInfo.FirstName/]	Retrieves the first name of the client entered in the custom XX field.

2.7.8. Date and time

Tag to use to get information for this type of custom field:

Tag	Description
[CustomXX/]	Retrieves date, date/time or time in the basic format "2024/09/12 13:00."
[CustomXX/|format:'dddd dd MMMM yyyy HH:mm:ss'/]	Retrieves the date and time and displays it in the format "Thursday, 12 September 2024 13:00:00."

Note: For more information on the available formats, please refer to the following documentation: https://docs.microsoft.com/en-us/dotnet/standard/base-types/custom-date-and-time-format-strings

2.7.9. Decimal and integer

Tag to use to get information for this type of custom field:

Tag	Description
[CustomXX|format:'# ##0.00$'/]	Allows you to retrieve a number and format it.

Note: For more information on the available formats, please refer to the following documentation: https://docs.microsoft.com/en-us/dotnet/standard/base-types/custom-date-and-time-format-strings

2.7.10. Enterprise

Tag to use to get information for this type of custom field:

Tag	Description
[CustomXX/]	Retrieves the enterprise name.

2.7.11. Rating

Tag to use to get information for this type of custom field:

Tag	Description
[CustomXX/]	Retrieves the evaluation score in decimal format. For example, "3.500000."

2.7.12. Geolocation

Tag to use to get information for this type of custom field:

Tag	Description
[CustomXX/]	Retrieves field content in JSON format.

2.7.13. Grid

Tag to use to get information for this type of custom field:

Tag	Description
[CustomXX/]	Allows you to retrieve the information from the grid in table format.

2.7.14. List

Tag to use to get information for this type of custom field:

Tag	Description
[CustomXX.ListItem.NameId/]	Retrieves the name of the list item.

2.7.15. Memo and text

Tag to use to get information for this type of custom field:

Tag	Description
[CustomXX/]	Retrieves the contents of the field.

2.7.16. Attachments

Tag to use to get information for this type of custom field:

Tag	Description
[CustomXX/]	All attachments in the custom field will be attached to the email.

> *Note: You can use custom fields of the "Attachments" type in your email with templates using the appropriate tag. Attachments will be added to the email template but cannot be used with print templates.*

2.7.17. Schedule

Tag to use to get information for this type of custom field:

Tag	Description
[CustomXX/]	Retrieves field content in JSON format.

2.7.18. Resource

Tag to use to get information for this type of custom field:

Tag	Description
[CustomXX/]	Retrieves the full name of the resource.

2.7.19. URL

Tag to use to get information for this type of custom field:

Tag	Description
[CustomXX/]	Allows you to retrieve the URL.

3. Collection fields

Collection fields represent any field that contains more than one value, both custom and system. The tags contained in this section enable you to retrieve information for each of the values present in a collection field.

For example, the "client" field of a ticket is considered a collection field because it can contain several values, the principal client and all the other clients associated with it.

3.1. The logic of a collection field tag

To retrieve information from a collection field, you need to use the following tag structure and replace "Entity" with the entity you wish to retrieve information from:

[Entity|foreach/]
[Entity |valueXX.valueYY.valueZZ/]
[/Entity|foreach]

This tag allows you to generate a result entry based on the number of values in the collection.

For example, to display the list of all tasks and some of their information, you need to use these tags, which you can arrange and format to suit your needs. In the following example, the task's Summary and Status tags are on the same line for easier reading, and the summary is in bold:

[ChildTickets|foreach/]
[ChildTickets|index.Summary/]: [ChildTickets|index.Status.ListItem.NameId/]
[/ChildTickets|foreach]

Applying these tags to a ticket that contains four tasks in its workflow, the result obtained by the tags might look like this

Start-up: New
Project charter approval: Pending
Planning: New
Approval of scoping note: Pending

3.2. Ticket

This section contains the tags that allow you to retrieve the values of a ticket's various collection fields.

3.2.1. Client section

Collection field tags to use for this section of a ticket:

[Clients|foreach/]
[Clients|index. Client.ContactInfo.EmailAddress/]
[Clients|index. Client.ContactInfo.OfficePhone/]
[Clients|index. Client.Catalog.ListItem.NameId/]
[/Clients|foreach]

3.2.2. Associated CI section

Collection field tags to use for this section of a post:

[CIs|foreach/]
[CIs|index. CI.ListItem.NameId/]
[/CIs|foreach]

> *Note: You can also use "[CIs.CI.ListItem.NameId/]" to get the values on one line, separated by commas.*

3.2.3. Assigned to resources section

Collection field tags to use for this section of a ticket:

[Assignees.Resource|foreach/]
[Assignees.Resource|index. ContactInfo.FirstName/]
[/Assignees.Resource|foreach]

3.2.4. Workflow section

You need to use these tags to display the list of all tasks and some of their information. You can arrange and format them to suit your needs.

In the following example, a task's "Summary" and "Status" tags are on the same line, and the summary is in bold for ease of reading:

[ChildTickets|foreach/]
[ChildTickets|index.Summary/] : [ChildTickets|index.Status.ListItem.NameId/]
[/ChildTickets|foreach]

In this example, the ticket contains four tasks in its workflow and the result is:

Start-up: New
Project charter approval: Pending
Planning: New
Approval of scoping note: Pending

3.2.5. Attachments section

Collection field tags to use for this section of a ticket:

[Attachments|foreach/]
[Attachments|index.FileId/]
[/Attachments|foreach]

For a custom field of the "attachments" type, you can set [CustomXX/] in the email template so that all attachments in the custom field are attached to the email.

> *Note: You can use custom fields of the "Attachments" type in your email with templates using the appropriate tag. Attachments will be added to the email template but cannot be used with print templates.*

3.2.6. Notes and emails section

Collection field tags to retrieve information about a ticket's "notes":

[Notes|foreach/]
[Notes|index.Title/]
[Notes|index.Content/]
[/Notes|foreach]

Collection field tags to retrieve information about a ticket's "emails":

[Emails|foreach/]
[Emails|index.EmailAddresses.Address/]

From: [Emails|index.From.Address/]
Sent: [Emails|index.CreatedDateTime/]
To: [Emails|index.To.Address/]
Subject: [Emails|index.Subject/]

Description:
[Emails|index.Body/]
[/Emails|foreach]

> *Note: The line, "[Emails|index.EmailAddresses.Address/]" displays all the email addresses present in the field in "list" format in the result, and is required for the "From" and "To" fields.*

3.3. Client

This section contains the tags that allow you to get the values of a client's collection fields.

Tag	Description
[Notes|foreach/] [Notes|index. Title/] [Notes|index. Content/] [/Notes|foreach]	Retrieves the title and content of each note associated with this client.

3.4. Configuration Items (CIs)

This section contains the tags that allow you to get the values of the various collection fields associated with configuration items (CIs) and knowledge base articles.

Tag	Description
[IsActive/]	Active
[CINumber/]	CI Number
[CIType.NameId/]	Type
[State.NameId/]	State
[Owner.ContactInfo.FullName/]	Owner's Full Name
[CIFolder.ListItem.NameId/]	Folder
[CICategory.ListItem.NameId/]	Category
[ListItem.NameId/]	CI Name
[ListItem.DescriptionId/]	Description
[CIClients.Client.ContactInfo.FullName/]	Client names
[CIEnterprises.Enterprise.Name/]	Company names
[CIRelationsTo.ToCI.ListItem.NameId/]	Name of impacted CIs
[CIRelationsFrom.CI.ListItem.NameId/]	Name of dependent CIs

3.5. Custom Fields

This section contains the tags that allow you to retrieve the values of the collection fields found in your C2 ITSM instance's various custom field types.

3.5.1. Multiple Configuration Items (CIs)

Tags to use to get the values of the collection fields for this custom field type:

> *Note: You can use the following tags to get information about configuration items (CIs) and knowledge base (KB) articles.*

[CustomXX.CustomFieldCollectionData|foreach/]
[CustomXX.CustomFieldCollectionData|index. CI.ListItem.NameId/]
[/CustomXX.CustomFieldCollectionData|foreach]

For a list of client emails associated with a multiple CI custom field :
[Custom926.CustomFieldCollectionData.CI.CIClients.Client.ContactInfo.EmailAddress/]

3.5.2. Multiple clients

Tags to use to get the values of the collection fields for this custom field type:

Tag	Description
[CustomXX.CustomFieldCollectionData.Client.ContactInfo.EmailAddress/]	Allows you to retrieve the email addresses, separated by commas, of all clients registered in this field

3.5.3. Multiple Resources

Tags to use to get the values of the collection fields for this custom field type:

Tag	Description
[CustomXXX.CustomFieldCollectionData.Resource.ContactInfo.EmailAddress/]	Displays emails for each resource from this custom field

4. Special Tags

This section contains tags that are not directly related to an entity and are used more broadly. For example, a particular tag can be used to retrieve the content of a survey, which then retrieves the content of the custom field in the survey form associated with a ticket.

4.1. Signature

This tag allows you to retrieve the principal security group signature or the system signature of the connected resource.

When you execute this tag, it first checks to see if there is a signature in the connected resource's principal security group; if there is no signature, it then checks for a system signature.

Tag	Description
[SIGNATURE/]	Retrieves the contents of the signature, either from the security group or the system signature. *Note: A signature must first be defined in the management parameters.*

4.2. Form

This tag allows you to retrieve the content of a "form" custom field. For this tag, replace "XX" with the custom field number.

Tag	Description
[Popup.CustomXX/]	Retrieves the content of the "XX" custom field in the popup form (by means of a button).

4.3. Personalized client search

By default, C2 ITSM's client search uses the following combination of fields and operators, with fields linked by the logical operator "OR":

The client's **first name** contains the search term;
The client's **last name** contains the search term;
The client's **username** contains the search term;
The **name of an enterprise** associated with the client contains the search term;
The client's **email address** begins with the search term.

The "Use a custom search template when searching for clients" option lets you use a search template including the "[SEARCH_TERM/]" tag instead of the application's default search.

Tag	Description
[SEARCH_TERM/]	When searching, the search template tag is replaced with the search term.

4.4. Survey Results

This tag allows you to retrieve the content of a survey type custom field associated with a ticket. For this tag, replace "XX" with the custom field number.

Tag	Description
[Survey.CustomXX/]	Retrieves the content of the custom field "XX" from the survey form associated with a ticket.

4.5. Variable

This tag allows you to retrieve information about a specific variable.

The format to use is: [var:VARIABLE_NAME/], with "var:" in lower case and "VARIABLE NAME" in upper case.

> *NOTE: The tag name need not be capitalized in the custom field configuration, but it must be capitalized in the tag.*

Tag	Description
[var:LIEN_AZURE/]	Retrieves the contents of the LIEN_AZURE variable

With C2 ITSM, manage your IT services your way with an intuitive solution that adapts to your unique processes.

C2 ITSM: Your IT your way.