

\$USEREMAILADDRESS – Email Address  
\$USERNAME – Username  
\$AREA – Client Name  
\$SITE – Site Name  
\$AREASITE – Client and Site combined  
\$FAULTID – Ticket ID  
\$FIRSTNAME – First Name  
\$REQUESTTYPE – Ticket Type  
\$SECTION – Helpdesk Section  
\$ASSIGNEDTO – Helpdesk Technician assigned to Ticket  
\$USERPHONENUMBER – Phone Number

In addition....

You can also set up any custom fields that you wish against Tickets in the helpdesk and these can be added to the email templates.

For example, create a custom field called CFColour and can then add colours against the Tickets in the helpdesk. They would add \$CFColour into the email template for this to be a variable.