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Managing your Tickets

[Getting Started](#) - [تعليقات \(.\)](#) - David Anjonrin-Ohu - 2023-09-12

.Deskpro aims to make it as quick and easy as possible for you to start solving your customers' issues

.Tickets in Deskpro reveal everything you need to truly understand a customer issue - all in one place

Convenient automation features and ticket actions also make managing and replying to tickets as easy as possible.

!Learn how to view, manage, and reply to your tickets below

The screenshot displays the Deskpro interface for a user named 'Lara Proud' in the '221 B Helpdesk'. The interface is divided into several sections:

- Left Sidebar:** Contains navigation options like 'Tickets', 'Queues', 'MY INBOX', 'Mine', 'I'm Following', 'My Team's', 'My Labelled', 'Starred', 'My Open', 'Test queue', 'INBOX', 'Unassigned', 'Pending', 'SLA Failed', 'All Open', 'Open Problem', 'VIP AWAITING AGENT', 'Lists', 'Search', 'Problems (8)', 'My Stars', and 'Labels'.
- Top Bar:** Shows the current ticket title 'New Starter in Admin' with a 'Urgent' label and a '372' ID number. It also includes a 'Delete' button and a 'Follow Up' option.
- Message Area:** Displays an email message from 'Hannah Scott' with the subject 'Hi, please see the above.' Below it are two 'AGENT NOTE' entries: 'Issue solved on the phone - new password reset @Lara Proud can you check with the customer all sorted?' and 'Follow up! Create user account today'.
- User & CC's Panel:** Lists details for 'Hannah Scott' (hannah.scott@deskpro.co.uk), including reference 'LHIN-0550-00FB', brand '221B Energy', department 'HR', language 'English', and HR request type 'New Hire/Onboarding'. It also lists fields for 'New Hire Name' (Adam Pilot), 'New Hire Location' (Sydney), 'New Hire Start Date' (2 June 2023), and 'New Hire Department' (Administration).
- Reply Form:** A text input field for replying to the message, with a 'Signature' button and a 'Send as' dropdown menu set to 'Awaiting User'. It also features buttons for 'Agent', 'Team', 'Charge 10 seconds', and 'Macro'.

Red: View the ticket title and edit by clicking on it, view the ticket's ID number, add labels to the ticket . 1

Orange: Switch from the default view of [ticket properties](#) to one of our ticket actions and apps .2

Yellow: Set the ticket's [status](#) and urgency, change the [assigned agent](#) and agent team, and add .3
followers to the ticket

Green: Change the user who is set as the ticket owner and add CCs .4

The user is the customer you are communicating with; any people who are added CCs will also .1
receive messages you send to them

Blue: View and edit the [ticket's fields](#) .5

The fields that appear here are controlled in admin [like this](#) .1

Black: [Ticket actions](#) give you more controls to interact with your ticket. Press the More button to see a .6
full list

.Many ticket actions will persist in the area marked 2 once in use for easy access .1

Grey: Switch between viewing the ticket messages and the [ticket's history](#) (and the ticket summary if .7
(one has been added via the ticket actions menu (7

The arrow icon next to "Messages" will let you switch the display order of the ticket's messages. .1
Choose whether you'd like the most recent message to appear at the top or bottom of your
screen

Pink: [The reply box](#) lets you send messages to your user through any channels you have set up or add a .8
.note to the ticket for your fellow agents to read

.The "TT" button in the toolbar will give you access to more formatting options .1

.Switch between reply box tabs to change which channel you would like to use .2