

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



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

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

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

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

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

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

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

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

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

Grey: Switch between viewing the ticket messages and the [ticket's history](#) (and the (ticket summary if 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. 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 .8
.have set up or add a 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