How can I reply to user tickets by email?

[Using Deskpro](#) - (٠) تعليقات - Ben Henley - 2023-09-13

As an agent, you don't have to answer user tickets using the agent interface.

You can just reply to the email notification generated by Deskpro, and the message will be sent to the user and added to the ticket's history.

You must enter your reply above the

=== REPLY ABOVE ===

line in the notification.

If you cc: in another address, it will be added as a ticket CC.

You can insert these special codes to carry out actions within Deskpro like changing the ticket's status. Type the code at the very top of your reply. Deskpro strips out the codes so they are not seen by the user.

Example	Description	Code
`#status resolved`	Sets the ticket status. Available options: • *agent* • *user* • *resolved* • *pending*	`#status` *option*
`#awaiting-agent`	Shortcut for #status *agent*	`#awaiting-agent`
`#awaiting-user`	Shortcut for #status *user*	`#awaiting-user`
`#resolved`	Shortcut for #status *resolved*	`#resolved`
`#hold`	Shortcut for #status *pending*	`#hold`
`#unhold`	Removes pending status on a ticket and sets status to awaiting agent.	`#unhold`
`#is-note`	Sets the current reply to be an agent note rather than a ticket reply.	`#note` or `#is-note`
`#assign john@example.com` `#assign john doe`	Assigns the ticket to the agent specified. Option can be: • Agent email address. • Full agent name (e.g., "john doe").	`#assign` *option* or `#agent` *option*
`#team support`	Assigns the ticket to the team specified	`#team` *option* or `#assign-team` *option*
`#user user@example.com`	Used only if an agent is sending a new ticket to the helpdesk, this sets the ticket user by email address.	`#user` *option*
`#label bug, important`	Adds labels to the ticket. Provide labels as a comma-separated list.	`#label` *option* or `#labels` *option*
`#dep support`	Sets the department.	`#dep` *option* or `#department` *option*
`#cat consumer`	Sets the ticket category.	`#cat` *option* or `#category` *option*
`#prod gyrocopter`	Sets the product.	`#prod` *option* or `#product` *option*
`#pri urgent`	Sets the priority.	`#pri` *option* or `#priority` *option*

`#field value#`	Sets any custom field. `#field` is the name of the custom field with spaces removed or turned into dashes, and value is the value to set.	`#discount# 12345 license-id` `yes`
`#noreply`	Prevents a message from being added to the ticket. Use this when you want to use other action codes but don't want to add an actual reply to the ticket.	`#noreply`

See the agent manual section on [Replying to tickets by email](#) for more details.

مواضيع ذات صلة

- [Replying to Tickets](#)