

?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: <ul style="list-style-type: none">• <i>agent</i>• <i>user</i>• <i>resolved</i>• <i>pending</i>	status <i>option</i> #
awaiting-agent#	Shortcut for #status <i>agent</i>	awaiting-agent#
awaiting-user#	Shortcut for #status <i>user</i>	awaiting-user#
resolved#	Shortcut for #status <i>resolved</i>	resolved#
hold#	Shortcut for #status <i>pending</i>	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

<p>assign# john@example.com #assign john doe</p>	<p>Assigns the ticket to the agent specified. Option can be:</p> <ul style="list-style-type: none"> • Agent email address. • Full agent name (e.g., "john.doe") 	<p>assign option or# #agent option</p>
<p>team support#</p>	<p>Assigns the ticket to the team specified</p>	<p>team option or# #assign-team option</p>
<p>user# user@example.com</p>	<p>Used only if an agent is sending a new ticket to the helpdesk, this sets the ticket user by email address</p>	<p>user option#</p>
<p>label bug,# important</p>	<p>Adds labels to the ticket. Provide labels as a comma-separated list</p>	<p>label option or# #labels option</p>
<p>dep support#</p>	<p>.Sets the department</p>	<p>dep option or# #department option</p>
<p>cat consumer#</p>	<p>.Sets the ticket category</p>	<p>cat option or# #category option</p>
<p>prod gyrocopter#</p>	<p>.Sets the product</p>	<p>prod option or# #product option</p>
<p>pri urgent#</p>	<p>.Sets the priority</p>	<p>pri option or# #priority option</p>
<p>license-id 12345# #discount yes</p>	<p>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</p>	<p>field value#</p>
<p>noreply#</p>	<p>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</p>	<p>noreply#</p>

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

مواضيع ذات صلة

[Replying to Tickets](#) •