

?How can I reply to Tickets by Email

Agent - تعليقات (.) - Russell Chappell - 2023-09-13

.As an Agent, you don't have to answer 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: <i>agentuserresolvedpending</i>	status <i>option</i> #
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 .(<i>"name (e.g., "john doe</i>	assign <i>option</i> or# #agent <i>option</i>

team support#	Assigns the ticket to the team specified	team <i>option</i> or# #assign-team <i>option</i>
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 <i>option</i> #
label bug,# important	Adds labels to the ticket. Provide labels as a comma-separated list	label <i>option</i> or# #labels <i>option</i>
dep support#	.Sets the department	dep <i>option</i> or# #department <i>option</i>
cat consumer#	.Sets the ticket category	cat <i>option</i> or# #category <i>option</i>
prod gyrocopter#	.Sets the product	prod <i>option</i> or# #product <i>option</i>
pri urgent#	.Sets the priority	pri <i>option</i> or# #priority <i>option</i>
license-id 12345# #discount yes	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	field <i>value</i> #
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 Guide on [Replying to Ticket by Email](#) for more details