

## New: New keyboard shortcuts

Product - (1) تعليق - Chris Padfield - 2013-03-21

New keyboard shortcuts are available on the ticket tab to allow you to perform common tasks even faster

**alt+r**: Sends your reply

**alt+s**: Opens the snippets directory

**alt+o**: Opens the reply actions menu

**alt+u**: Sets the reply action to Awaiting User

**alt+a**: Sets the reply action to Awaiting Agent

**alt+d**: Sets the reply action to Resolved

.Note: For Mac users, use `ctrl` instead of `alt`



View all of the keyboard shortcuts by clicking the agent preferences in the top-right of the window, and opening up 'Help'

البطاقات

keyboard-shortcuts-20130320

build-251

تعليق (1)

تعليق (1)

**Juraj Zopp**

منذ 3 سنوات

Ctrl+shift+C starts on Chrome developer tools - console, however I would like to close the current ticket (tab) by some shortcut. Can shortcut for closing ticket/tab be changed, so users can use it in Chrome