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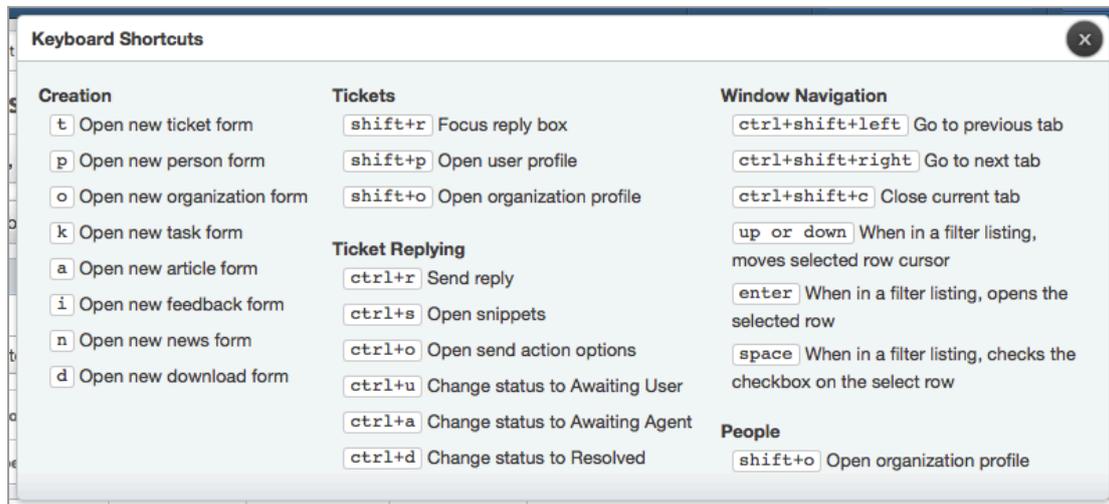
## New: New keyboard shortcuts

[Product](#) - [تعليق \(1\)](#) - 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)**

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**JZ Juraj Zopp**

منذ 5 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