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## Improved Reply Box

2013-03-21 - Chris Padfield - [Comments \(0\)](#) - [Product](#)

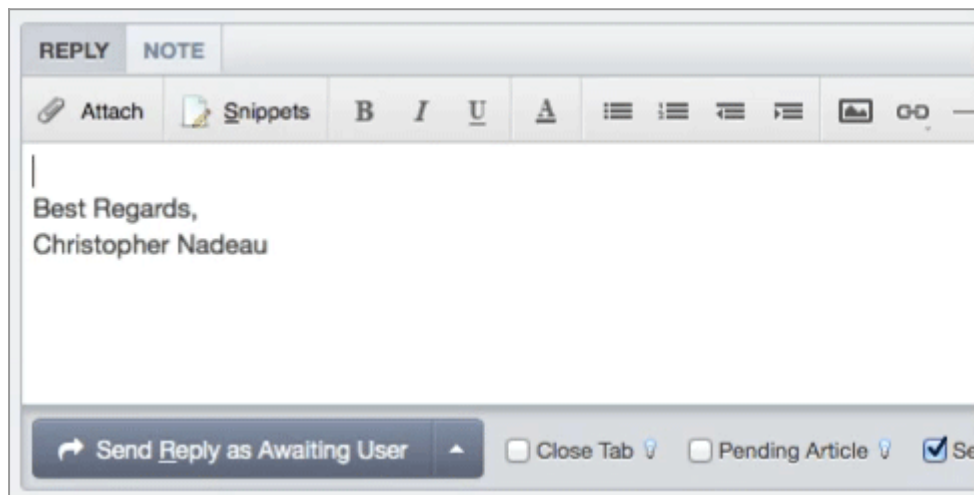
The new replybox has been redesigned from the ground up to make it easier and faster to write replies and apply actions.

The screenshot shows a web interface for replying to a ticket. At the top, there are two tabs: 'REPLY' (selected) and 'NOTE'. Below the tabs, there's a section for 'Actions' with three columns of options: 'Assign agent to John Doe', 'Prepend snippet to reply: Greett', and 'Assign team to 1st Level Support'. Below this, there's a toolbar with icons for 'Attach', 'Snippets', bold (B), italic (I), underline (U), text color (A), bulleted list, numbered list, indent, and a 'GO' button. The main text area contains the text: 'Dear Christopher Nadeau, Thank you for contacting us.' At the bottom, there's a row of buttons: 'Send Reply and apply Reply and Me' (with a dropdown arrow), 'Close Tab' (checked), 'Pending Article' (unchecked), and 'Send Email to User' (checked).

When you reply, you have an option of which *reply action* you want to apply. By default this simply changes the ticket status according to the admin-defined defaults. But you may also choose a macro to apply instead.

The screenshot shows a dropdown menu titled 'Reply and set a macro...'. It has two sections. The first section, 'Reply and set a status', lists 'Awaiting User' (selected with a checkmark), 'Awaiting Agent', and 'Resolved'. The second section, 'Reply and set a macro...', lists 'Blue Awaiting User', 'Reply and Me', 'Standard Reply', and 'Toaster'. At the bottom of the dropdown, there's a button 'Send Reply as Awaiting User' with a dropdown arrow.

The reply box has also been improved with the new snippet shortcut codes features that lets you type special codes that expand into your defined snippet text.



To further improve your workflow, you can use the new keyboard shortcuts to activate any of these features.

- shift+r**: Puts your cursor into the reply box
- 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`.

- Tags
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