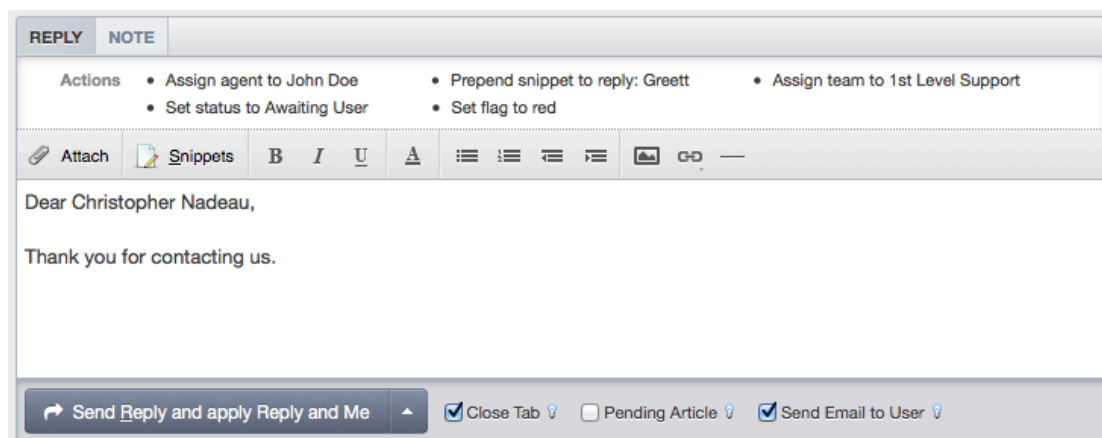


Improved Reply Box

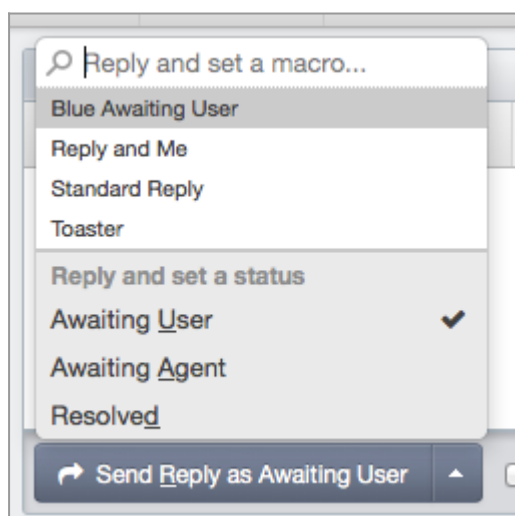
2013-03-21 - Chris Padfield - [Comments \(0\)](#) - [Product](#)

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



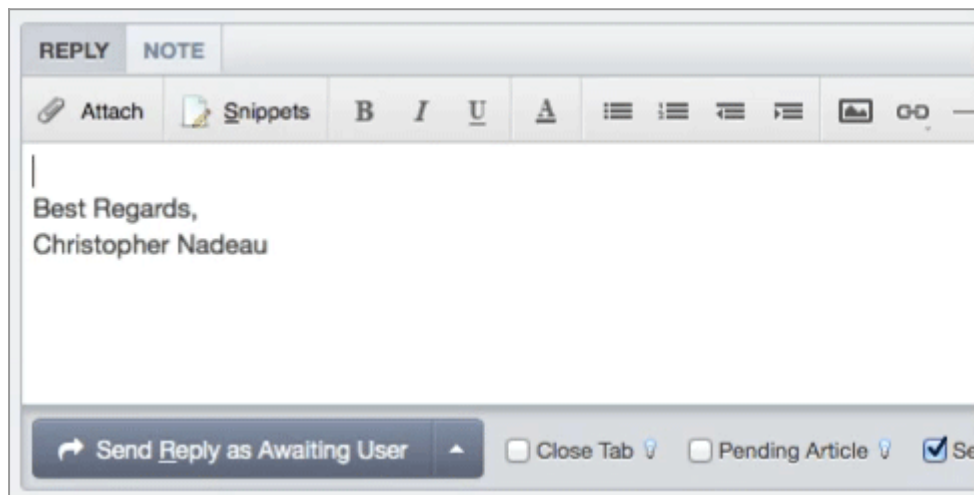
The screenshot shows the 'REPLY' tab of the Deskpro interface. At the top, there are two tabs: 'REPLY' and 'NOTE'. Below the tabs, there is a section for 'Actions' with three columns of options: 'Assign agent to John Doe', 'Prepend snippet to reply: Greett', and 'Assign team to 1st Level Support'. Below the actions, there is a toolbar with icons for 'Attach', 'Snippets', 'B' (Bold), 'I' (Italic), 'U' (Underline), 'A' (Text color), and a list of icons for bullet points, numbered lists, and other formatting options. The main text area contains the text 'Dear Christopher Nadeau,' and 'Thank you for contacting us.' At the bottom, there is a row of buttons: 'Send Reply and apply Reply and Me', 'Close Tab', 'Pending Article', and 'Send Email to User'.

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...'. The menu has two sections. The first section, 'Reply and set a status', contains four options: 'Blue Awaiting User', 'Reply and Me', 'Standard Reply', and 'Toaster'. The second section, 'Reply and set a macro...', contains three options: 'Awaiting User' (which is selected and has a checkmark), 'Awaiting Agent', and 'Resolved'. At the bottom of the menu, there is a button labeled 'Send Reply as Awaiting User'.

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
- [20130320-replybox](#)
- [build-251](#)