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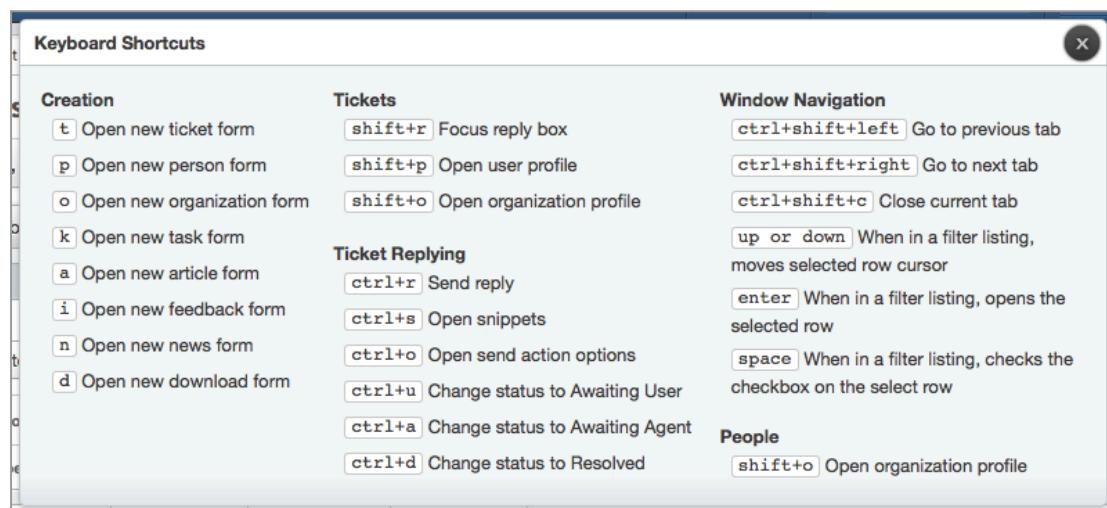
## New: New keyboard shortcuts

2013-03-21 - Chris Padfield - [Comment \(1\)](#) - [Product](#)

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'.

- Tags
- [20130320-keyboard-shortcuts](#)
- [build-251](#)

## Comment (1)

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JZ Juraj Zopp

5 years ago

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?