

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`.