

6. Manage your tickets

Benedict Sycamore - 2023-09-12 - Comments (0) - Deskpro Legacy

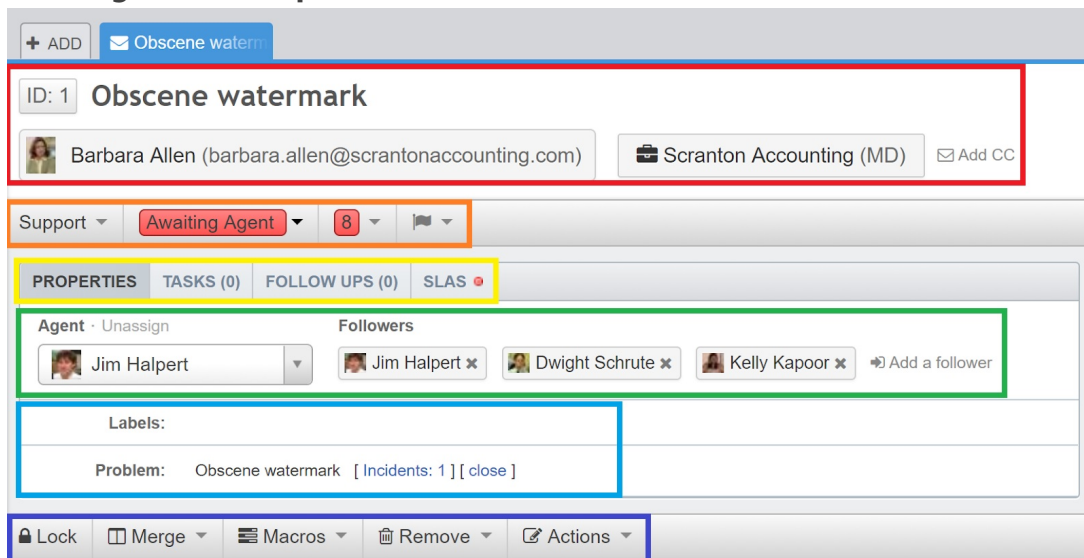
If you want to start solving customer issues, Deskpro enables you to do this on the double.

Tickets in Deskpro reveal everything you need to truly understand a customer issue - all in one place.

Convenient automation features also make managing and replying to tickets as easy as possible with Deskpro.

Learn how to view, manage, and reply to tickets:

Viewing Ticket Properties



The screenshot shows a ticket view interface with several color-coded annotations:

- Red:** A red box highlights the ticket ID (1), title (Obscene watermark), user (Barbara Allen), and user email (barbara.allen@scrantonaccounting.com).
- Orange:** An orange box highlights the ticket department (Support), status (Awaiting Agent), urgency score (8), and flag status.
- Yellow:** A yellow box highlights the ticket properties (PROPERTIES), tasks (TASKS (0)), follow ups (FOLLOW UPS (0)), and SLAs (SLAS).
- Green:** A green box highlights the assigned agent (Jim Halpert) and the list of followers (Jim Halpert, Dwight Schrute, Kelly Kapoor).
- Blue:** A blue box highlights the labels section, showing the problem (Obscene watermark) and the number of incidents (1).
- Navy:** A navy box highlights the action menu at the bottom, including options like Lock, Merge, Macros, Remove, and Actions.

When you open an individual ticket in the content pane, you can see the information Deskpro stores about it. In the ticket view, you can

- **Red:** View ticket ID, ticket title, user, and user email.
- **Orange:** View and change ticket department, status, urgency score and flag status.
- **Yellow:** View and change ticket properties, tasks associated with the ticket, SLAs, and billing & time logs.
- **Green:** View and change assigned agent or team, or add ticket followers.
- **Blue:** View other ticket properties, like label, language, associated problem, and others
- **Navy:** Lock, merge or assign actions to tickets - like setting tickets as pending, or

assigning ticket content as the basis of a new knowledgebase article suggestion.

Replying to a Ticket



User and agent replies are displayed below the reply interface. This is where you can see full message history between the initial ticket, agent replies, and internal notes - which are all clearly differentiated for ease.

By default, messages are displayed with the newest message first (this can be edited, read more [here](#)). View the reply number, user or agent names, and time of reply.

For more information on Tickets, [refer to our guide](#).

Or read the next article in the 'Getting Started' series on [setting up Live Chat](#).