How can I reply to user tickets by email?

Ben Henley - 2023-09-13 - Comments (0) - Using Deskpro

As an agent, you don't have to answer user tickets using the agent interface.

You can just reply to the email notification generated by Deskpro, and the message will be sent to the user and added to the ticket's history.

You must enter your reply above the

`=== REPLY ABOVE ===`

line in the notification.

If you cc: in another address, it will be added as a ticket CC.

You can insert these special codes to carry out actions within Deskpro like changing the ticket's status. Type the code at the very top of your reply. Deskpro strips out the codes so they are not seen by the user.

Code	Description	Example
#status *option*	Sets the ticket status. Available options: • *agent* • *user* • *resolved* • *pending*	`#status resolved`
#awaiting-agent	Shortcut for #status *agent*	`#awaiting-agent`
#awaiting-user	Shortcut for #status *user*	`#awaiting-user`
#resolved	Shortcut for #status *resolved*	`#resolved`
#hold	Shortcut for #status *pending*	`#hold`
#unhold	Removes pending status on a ticket and sets status to awaiting agent.	`#unhold`
#note or #is-note	Sets the current reply to be an agent note rather than a ticket reply.	`#is-note`

#assign *option* or #agent *option*	Assigns the ticket to the agent specified. Option can be: • Agent email address. • Full agent name (e.g., "john doe").	`#assign john@example.com` `#assign john doe`
#team *option* or #assign-team *option*	Assigns the ticket to the team specified	`#team support`
#user *option*	Used only if an agent is sending a new ticket to the helpdesk, this sets the ticket user by email address.	`#user user@example.com`
#label *option* or #labels *option*	Adds labels to the ticket. Provide labels as a comma-separated list.	`#label bug, important`
#dep *option* or #department *option*	Sets the department.	`#dep support`
#cat *option* or #category *option*	Sets the ticket category.	`#cat consumer`
#prod *option* or #product *option*	Sets the product.	`#prod gyrocopter`
#pri *option* or #priority *option*	Sets the priority.	`#pri urgent`
#field *value*	Sets any custom field. #field is the name of the custom field with spaces removed or turned into dashes, and value is the value to set.	`#license-id 12345` `#discount yes`
#noreply	Prevents a message from being added to the ticket. Use this when you want to use other action codes but don't want to add an actual reply to the ticket.	`#noreply`

See the agent manual section on Replying to tickets by email for more details.

Related Content

- Replying to Tickets