

Manage your tickets .6

Benedict Sycamore - 2023-09-12 - Comment (1) - Deskpro Legacy

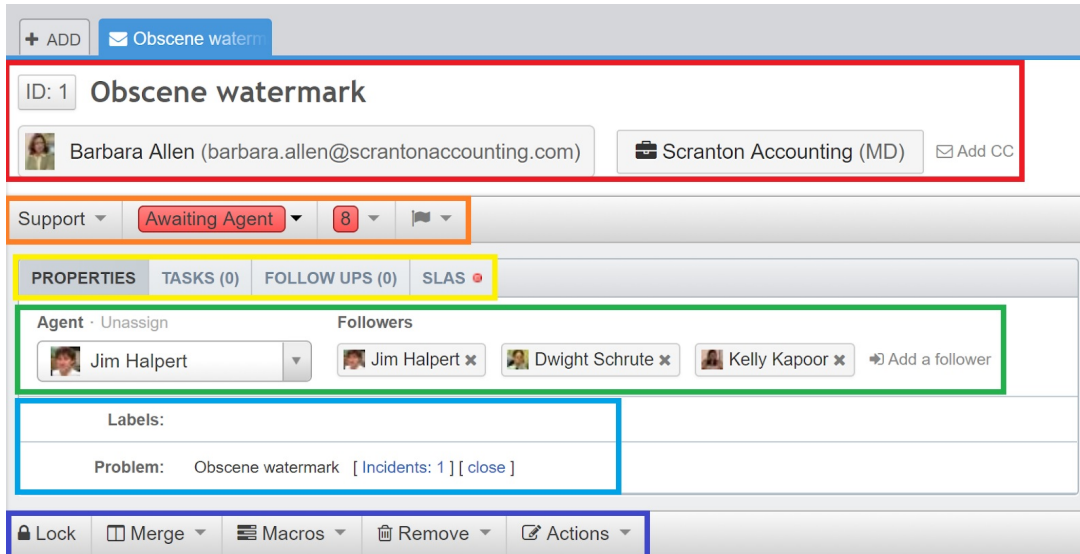
.If you want to start solving customer issues, Deskpro enables you to do this on the double

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 the Deskpro ticket view interface. A red box highlights the ticket ID (1), title (Obscene watermark), user (Barbara Allen), and user email (barbara.allen@scrantonaccounting.com). An orange box highlights the ticket department (Support), status (Awaiting Agent), urgency score (8), and flag status. A yellow box highlights the ticket properties (Agent, Followers, Labels, and Problem). A green box highlights the assigned agent (Jim Halpert) and the list of followers (Jim Halpert, Dwight Schrute, Kelly Kapoor). A blue box highlights the ticket labels (Obscene watermark) and the associated problem (Obscene watermark). A navy box highlights the ticket actions (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



Replying to tickets with Deskpro is pretty simple, and incredibly easy once you're up to speed. Here's how it's done

Use tabs to either reply directly to a user, create an internal note for colleagues to see, or forward on to another agent or department

Use a fully-featured text editor to craft responses that look as good as they are •
.useful

.Drag and drop attachments, or images directly into the reply interface •

Use snippets - an incredibly useful Deskpro feature that allows you to create, •
.manage, and use pre-defined responses when replying to customers

.Set ticket status and assigned agent after your reply •

Viewing Ticket Messages



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](#)