

## ?How can I reply to user tickets by email

Ben Henley - 2023-09-13 - Comment (1) - 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

Example	Description	Code
status resolved#	Sets the ticket status. Available options: <ul style="list-style-type: none"><li>• <i>agent</i></li><li>• <i>user</i></li><li>• <i>resolved</i></li><li>• <i>pending</i></li></ul>	status <i>option</i> #
awaiting-agent#	Shortcut for #status <i>agent</i>	awaiting-agent#
awaiting-user#	Shortcut for #status <i>user</i>	awaiting-user#
resolved#	Shortcut for #status <i>resolved</i>	resolved#
hold#	Shortcut for #status <i>pending</i>	hold#
unhold#	Removes pending status on a ticket and sets status to awaiting agent	unhold#
is-note#	Sets the current reply to be an agent note rather than a ticket reply	note or# #is-note

assign# john@example.com #assign john doe	Assigns the ticket to the agent specified. Option can be: <ul style="list-style-type: none"> <li>• Agent email address.</li> <li>• Full agent name (e.g., "john .("doe</li> </ul>	assign option or# #agent option
team support#	Assigns the ticket to the team specified	team option or# #assign-team option
user# user@example.com	Used only if an agent is sending a new ticket to the helpdesk, this sets the ticket user by email .address	user option#
label bug,# important	Adds labels to the ticket. Provide .labels as a comma-separated list	label option or# #labels option
dep support#	.Sets the department	dep option or# #department option
cat consumer#	.Sets the ticket category	cat option or# #category option
prod gyrocopter#	.Sets the product	prod option or# #product option
pri urgent#	.Sets the priority	pri option or# #priority option
license-id 12345# #discount yes	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	field value#
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

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[Replying to Tickets](#) •