

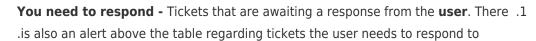
Using Deskpro > End-Users > How can Users View and Manage Tickets on the < مرکز آموزش > Help Center

?How can Users View and Manage Tickets on the Help Center Karsten Lloyd - 2023-08-17 - Comment (1) - End-Users

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Registered Users can log into the **Help Center** to view and respond to any tickets they have raised. To access their tickets, they can click on **My Tickets** from their user :**dropdown** in the top right, highlighted in red below

:The tickets will be split into 3 sections



.We will respond - Tickets that are awaiting a response from the agent .2

.(Resolved - Tickets that have been closed (either by the agent or user .3

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The user can click on any of the tickets to view the full history of the ticket

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