

Improved Reply Box

Chris Padfield - Comment (1) - Product - 2013-03-21

The new replybox has been redesigned from the ground up to make it easier and faster to .write replies and apply actions



When you reply, you have an option of which *reply action* you want to apply. By default this simply changes the ticket status according to the admin-defined defaults. But you may also .choose a macro to apply instead



The reply box has also been improved with the new snippet shortcut codes features that .lets you type special codes that expand into your defined snippet text



To further improve your workflow, you can use the new keyboard shortcuts to activate any .of these features

shift+r: Puts your cursor into the reply box

alt+r: Sends your reply

alt+s: Opens the snippets directory

alt+o: Opens the reply actions menu

alt+u: Sets the reply action to Awaiting User

alt+a: Sets the reply action to Awaiting Agent

alt+d: Sets the reply action to Resolved

.Note: For Mac users, use `ctrl` instead of `alt`

Tags

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