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## Improved Reply Box

2013-03-21 - Chris Padfield - [Comments \(0\)](#) - [Product](#)

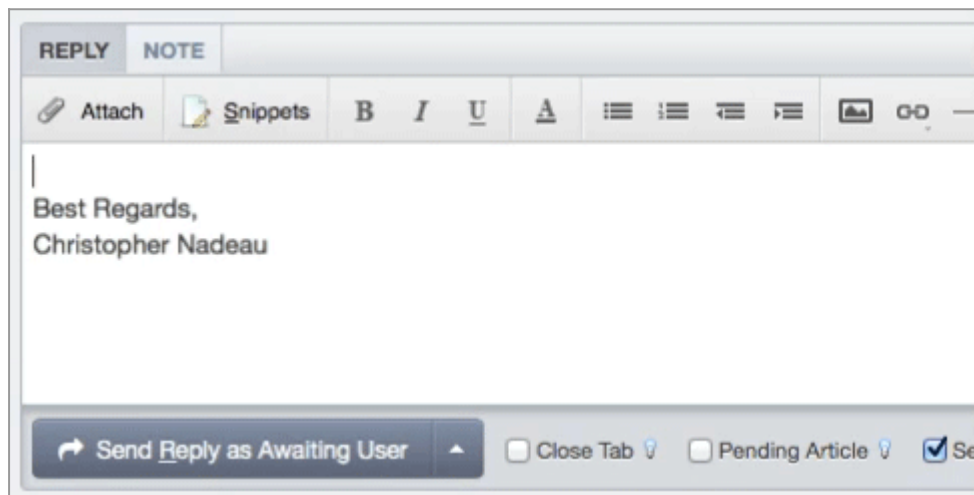
The new replybox has been redesigned from the ground up to make it easier and faster to write replies and apply actions.

The screenshot shows a web interface for replying to a ticket. At the top, there are tabs for 'REPLY' and 'NOTE'. Below the tabs, there's a section for 'Actions' with several options: 'Assign agent to John Doe', 'Prepend snippet to reply: Greett', 'Assign team to 1st Level Support', 'Set status to Awaiting User', and 'Set flag to red'. Below the actions, there's a toolbar with icons for 'Attach', 'Snippets', bold text (B), italic text (I), underlined text (U), text color (A), bulleted list, numbered list, decrease indent, increase indent, insert image, and a link icon. The main text area contains the following text: 'Dear Christopher Nadeau,' followed by a blank line, and then 'Thank you for contacting us.' Below the text area, there's a row of buttons and checkboxes. The first button is 'Send Reply and apply Reply and Me'. To its right are three checkboxes: 'Close Tab' (checked), 'Pending Article' (unchecked), and 'Send Email to User' (checked).

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 screenshot shows a dropdown menu that appears when a button is clicked. The menu has a search bar at the top with the text 'Reply and set a macro...'. Below the search bar, there are two sections. The first section is titled 'Reply and set a macro...' and contains four options: 'Blue Awaiting User', 'Reply and Me', 'Standard Reply', and 'Toaster'. The second section is titled 'Reply and set a status' and contains three options: 'Awaiting User' (which has a checkmark next to it), 'Awaiting Agent', and 'Resolved'. At the bottom of the menu, there is a button labeled 'Send Reply as Awaiting User'.

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`.

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