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## Managing your Tickets

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Deskpro aims to make it as quick and easy as possible for you to start solving your customers' issues.

Tickets in Deskpro reveal everything you need to truly understand a customer issue - all in one place.

Convenient automation features and ticket actions also make managing and replying to tickets as easy as possible.

Learn how to view, manage, and reply to your tickets below!

The screenshot displays the Deskpro interface with the following highlights:

- Red box:** Surrounds the ticket title "New Starter in Admin" and its ID "1".
- Yellow box:** Surrounds the "Awaiting Agent" section, which includes an "Agent" icon, a "Team" icon, and a "Followers" section.
- Green box:** Surrounds the "USER & CC'S" section, which lists "Hannah Scott" and her email "hannah.scott@deskpro.co.uk".
- Blue box:** Surrounds the ticket details section, which includes fields for "Ref" (LHIN-0550-OOFB), "Brand" (221B Energy), "Department" (HR), "Language" (English), and "HR Request Type" (New Hire/Onboarding).
- Yellow box:** Surrounds the "New Hire Name" field containing "Adam Pilot".
- Green box:** Surrounds the "New Hire Location" field containing "Sydney".
- Blue box:** Surrounds the "New Hire Start Date" field containing "2 June 2023".
- Yellow box:** Surrounds the "New Hire Department" field containing "Administration".
- Green box:** Surrounds the "Role" field.
- Blue box:** Surrounds the "Equipment" field.
- Red box:** Surrounds the "Send as" dropdown menu, which is set to "Awaiting User".
- Pink box:** Surrounds the "Write a message..." text area and the "Signature" field.
- Yellow box:** Surrounds the "Send" button.
- Blue box:** Surrounds the "Agent" icon.
- Green box:** Surrounds the "Team" icon.
- Red box:** Surrounds the "Charge 10 seconds" button.
- Blue box:** Surrounds the "Macro" icon.

1. **Red:** View the ticket title and edit by clicking on it, view the ticket's ID number, add labels to the ticket

2. **Orange:** Switch from the default view of [ticket properties](#) to one of our ticket actions and apps
3. **Yellow:** Set the ticket's [status](#) and urgency, change the [assigned agent](#) and agent team, and add followers to the ticket
4. **Green:** Change the user who is set as the ticket owner and add CCs
  1. The user is the customer you are communicating with; any people who are added CCs will also receive messages you send to them
5. **Blue:** View and edit the [ticket's fields](#)
  1. The fields that appear here are controlled in admin [like this](#)
6. **Black:** [Ticket actions](#) give you more controls to interact with your ticket. Press the More button to see a full list.
  1. Many ticket actions will persist in the area marked 2 once in use for easy access.
7. **Grey:** Switch between viewing the ticket messages and the [ticket's history](#) (and the ticket summary if one has been added via the ticket actions menu (7))
  1. The arrow icon next to "Messages" will let you switch the display order of the ticket's messages. Choose whether you'd like the most recent message to appear at the top or bottom of your screen.
8. **Pink:** [The reply box](#) lets you send messages to your user through any channels you have set up or add a note to the ticket for your fellow agents to read.
  1. The "TT" button in the toolbar will give you access to more formatting options.
  2. Switch between reply box tabs to change which channel you would like to use.