

Replying to Tickets

Lara Proud - 2023-02-15 - Comments (0) - How-to Videos

Learn the basics of replying to tickets, including an overview of the different reply box tools and formatting features.

The reply box is the primary way to respond to tickets from the helpdesk, it will let you send a response or take actions in the ticket thread to any form of communication from an end-user, including emails, live chat, phone calls, social media messages, form submissions, and you can also use it to add internal [agent notes](#).

This video will introduce you to different ways to reply to tickets from inside the helpdesk.

Introduction Video:

Here is some suggested documentation that includes some more details about how you can reply to tickets and other ways to respond to users, such as using email actions.

Further reading:

- [Replying to Tickets](#)
- [Replying to Tickets by Email](#)

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- [How can I reply to user tickets by email?](#)
- [Reply Box Features](#)