

6. Manage your tickets

Benedict Sycamore - 2019-10-10 - Comments (0) - Getting Started

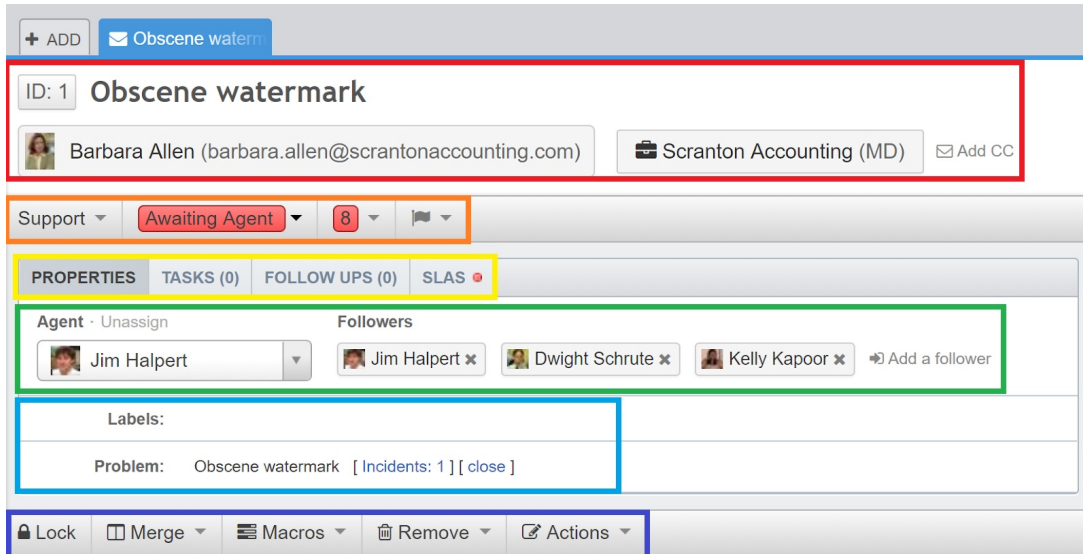
If you want to start solving customer issues, Deskpro enables you to do this on the double.

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

Convenient automation features also make managing and replying to tickets as easy as possible with Deskpro.

Learn how to view, manage, and reply to tickets:

Viewing Ticket Properties



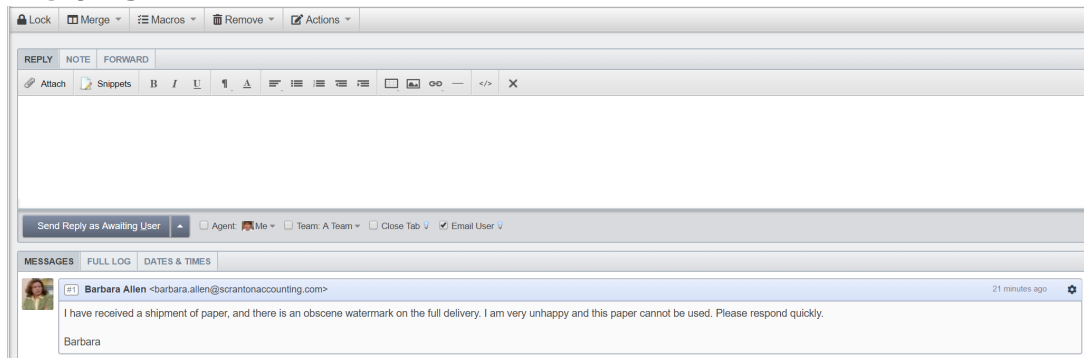
The screenshot shows the Deskpro ticket view interface. The ticket title is "Obscene watermark" with ID 1. The user is Barbara Allen (barbara.allen@scrantonaccounting.com) from Scranton Accounting (MD). The ticket status is "Awaiting Agent" with a priority of 8. The interface includes tabs for "PROPERTIES", "TASKS (0)", "FOLLOW UPS (0)", and "SLAS". The "Agent" is set to "Unassign" with "Jim Halpert" as the assigned agent. The "Followers" list includes Jim Halpert, Dwight Schrute, and Kelly Kapoor. The "Labels" section shows a "Problem" label for "Obscene watermark" with 1 incident. The bottom navigation bar includes "Lock", "Merge", "Macros", "Remove", and "Actions".

When you open an individual ticket in the content pane, you can see the information Deskpro stores about it. In the ticket view, you can

- **Red:** View ticket ID, ticket title, user, and user email.
- **Orange:** View and change ticket department, status, urgency score and flag status.
- **Yellow:** View and change ticket properties, tasks associated with the ticket, SLAs, and billing & time logs.
- **Green:** View and change assigned agent or team, or add ticket followers.
- **Blue:** View other ticket properties, like label, language, associated problem, and others
- **Navy:** Lock, merge or assign actions to tickets - like setting tickets as pending, or

assigning ticket content as the basis of a new knowledgebase article suggestion.

Replying to a Ticket



Replying to tickets with Deskpro is pretty simple, and incredibly easy once you're up to speed. Here's how it's done:

- Use tabs to either reply directly to a user, create an internal note for colleagues to see, or forward on to another agent or department.
 - Use a fully-featured text editor to craft responses that look as good as they are useful.
 - Drag and drop attachments, or images directly into the reply interface.
 - Use snippets - an incredibly useful Deskpro feature that allows you to create, manage, and use pre-defined responses when replying to customers.
 - Set ticket status and assigned agent after your reply.
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Viewing Ticket Messages

Lock Merge Macros Remove Actions

REPLY NOTE FORWARD

Attach Snippets B I U A [Rich Text Editor Icons] X

Send Reply as Awaiting User Agent: Me Team: A Team Close Tab Email User

MESSAGES FULL LOG DATES & TIMES

[E4] Jim Halpert <ewb503@gmail.com> less than a minute ago

Hi Barbara,

I'm so sorry to hear about the obscene watermark - we're working on finding a solution and will keep you updated.

Jim Halpert
Sales Representative

DUNDER MIFFLIN, INC.
PAPER COMPANY

[E3] Dwight Schrute <emily.testagentdeskro@gmail.com> 2 minutes ago

(NOTE) Absolutely not.

[E2] Jim Halpert <ewb503@gmail.com> 9 minutes ago

(NOTE) Barbara just called. Apparently, there's an obscene watermark on her most recent shipment of paper.

@Dwight Schrute - does this have anything to do with you?

[E1] Barbara Allen <barbara.allen@scrantonaccounting.com> 33 minutes ago

I have received a shipment of paper, and there is an obscene watermark on the full delivery. I am very unhappy and this paper cannot be used. Please respond quickly.

Barbara

User and agent replies are displayed below the reply interface. This is where you can see full message history between the initial ticket, agent replies, and internal notes - which are all clearly differentiated for ease.

By default, messages are displayed with the newest message first (this can be edited, read more [here](#)). View the reply number, user or agent names, and time of reply.

For more information on Tickets, [refer to our guide](#).

Or read the next article in the 'Getting Started' series on [setting up Live Chat](#).