

## New: New keyboard shortcuts

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

New keyboard shortcuts are available on the ticket tab to allow you to perform common tasks even faster.

**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`.



View all of the keyboard shortcuts by clicking the agent preferences in the top-right of the window, and opening up 'Help'.

### Tags

20130320-keyboard-shortcuts

build-251

### Comment (1)

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**Juraj Zopp**

3 years ago

Ctrl+shift+C starts on Chrome developer tools - console, however I would like to close the current ticket (tab) by some shortcut. Can shortcut for closing ticket/tab be changed, so users can use it in Chrome?