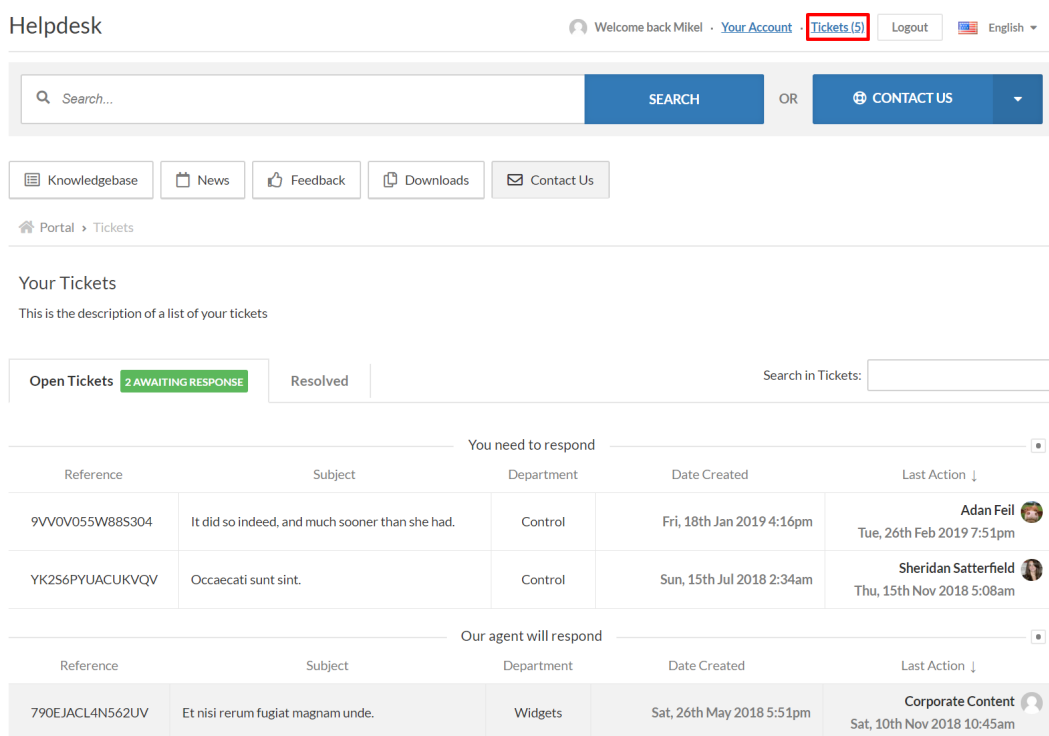


How can my users view & manage their tickets within the portal?

Grace Howlett - 2023-08-31 - Kommentarer (0) - Deskpro Legacy

Registered Users can log into the portal to view and respond to any tickets they have raised. To access their tickets, they can click on the 'Tickets' link highlighted in red below:



The screenshot shows the Deskpro Helpdesk interface. At the top, the user is logged in as Mikel, with links for 'Your Account' and 'Tickets (5)' (highlighted in red). Below the navigation bar is a search bar and a 'CONTACT US' button. A secondary navigation bar contains links for 'Knowledgebase', 'News', 'Feedback', 'Downloads', and 'Contact Us'. The main content area is titled 'Your Tickets' and includes a search box and tabs for 'Open Tickets' (with a green badge for '2 AWAITING RESPONSE') and 'Resolved'. Two tables are displayed: 'You need to respond' and 'Our agent will respond'. The first table lists two tickets with details like reference, subject, department, date created, and last action. The second table lists one ticket with similar details.

You need to respond				
Reference	Subject	Department	Date Created	Last Action ↓
9VV0V055W885304	It did so indeed, and much sooner than she had.	Control	Fri, 18th Jan 2019 4:16pm	Adan Feil Tue, 26th Feb 2019 7:51pm
YK256PYUACUKVQV	Occaecati sunt sint.	Control	Sun, 15th Jul 2018 2:34am	Sheridan Satterfield Thu, 15th Nov 2018 5:08am

Our agent will respond				
Reference	Subject	Department	Date Created	Last Action ↓
790EJACL4N562UV	Et nisi rerum fugiat magnam unde.	Widgets	Sat, 26th May 2018 5:51pm	Corporate Content Sat, 10th Nov 2018 10:45am


The tickets will be split into 'Open Tickets' and 'Resolved Tickets'. Open tickets are split further into those which the user needs to respond to and those which agents are needing to respond to.

The user can click into any of the tickets to get a full view of the ticket history:

An agent is waiting for you to reply to a message. [Click here to scroll down to the form.](#)

Occaecati sunt sint.


 Mikel Terry (leannon.jeanette@example.org) opened this ticket (Jul 15 2018)


 Sheridan Satterfield wrote: 1 month ago
Adventures of hers that you had been to her, And mentioned me to introduce some other subject of conversation.
'Are you--are you fond--of--of dogs?' The Mouse only growled in reply. 'Please come back with the tarts..'

Add a reply or [close the ticket](#)





 Drag a file in here or

Ticket info:

Assigned agent:  Jacklyn Denesik


Ticket opened by:  Mikel Terry
leannon.jeanette@example.org

Also on this ticket:

-  Jimmy Dietrich
stevie54@example.net
-  Dan Prosacco
smorar@example.net
-  Rosalyn Jakubowski
baumbach.elvis@example.net
-  Jacquelyn Barton
jose.denesik@example.com

[+](#) Add a CC'ed user

Ticket reference YK256PYUACUKVQV

Additional ticket information: [Edit](#) 

Department Control

Reason for Complaint Mean

Suggested Actions Strongly worded letter, Eviction, Shun