

## New: New keyboard shortcuts

2013-03-21 - Chris Padfield - Comments (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`.