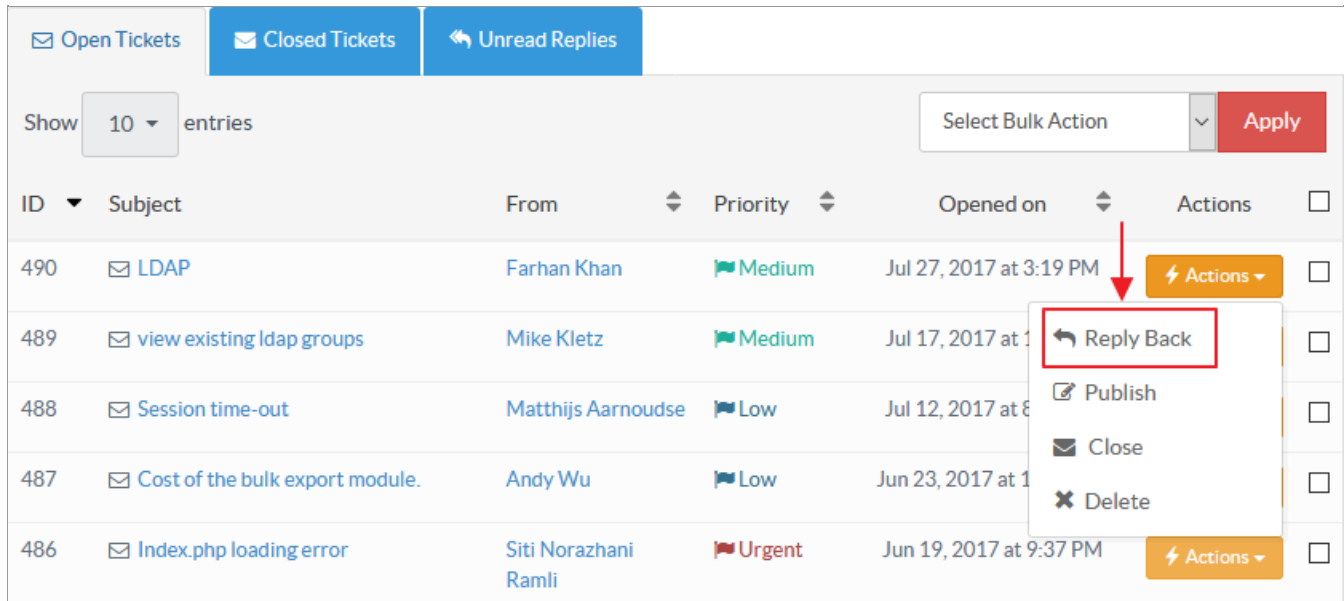


Sending reply to a ticket

Gurjeet Kaur

4.71K 0

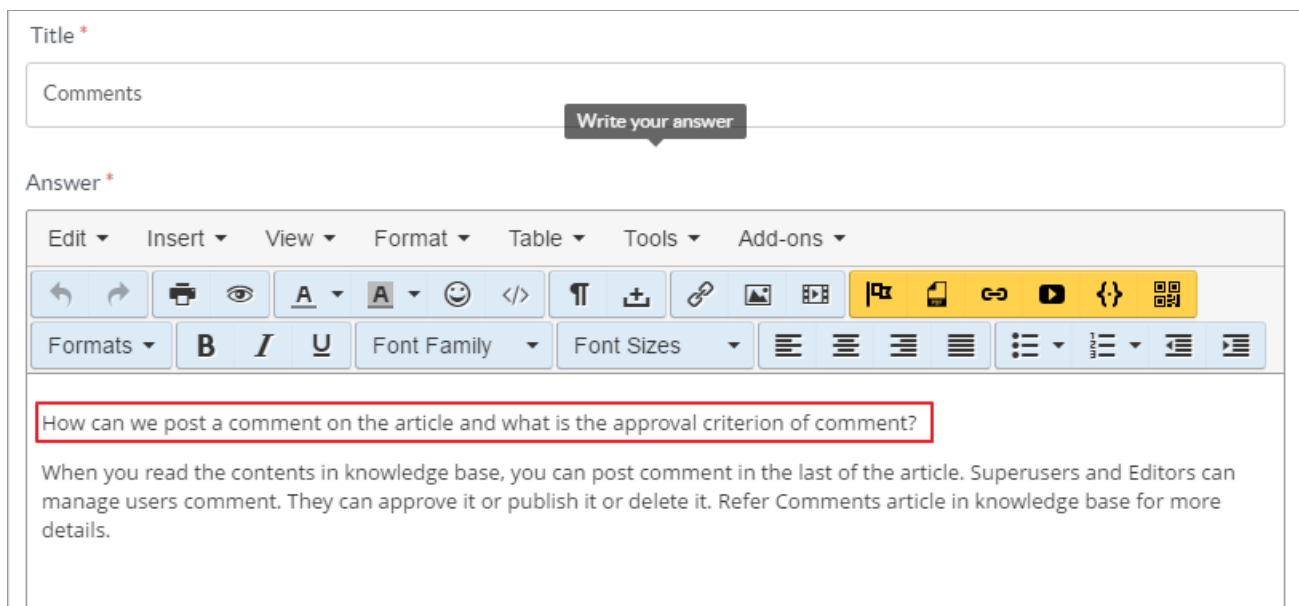
Click "**Reply Back**" option from Actions column of **Open Tickets** page under **Tickets** section of left navigation bar.



The screenshot shows the 'Open Tickets' page with a table of tickets. The 'Actions' column for ticket ID 489 is expanded, showing the 'Reply Back' option highlighted with a red box. A red arrow points to the 'Reply Back' option.

| ID | Subject | From | Priority | Opened on | Actions |
|-----|---------------------------------|----------------------|----------|--------------------------|------------------------------------|
| 490 | LDAP | Farhan Khan | Medium | Jul 27, 2017 at 3:19 PM | Actions |
| 489 | view existing ldap groups | Mike Kletz | Medium | Jul 17, 2017 at 10:00 AM | Reply Back, Publish, Close, Delete |
| 488 | Session time-out | Matthijs Aarnoudse | Low | Jul 12, 2017 at 10:00 AM | Actions |
| 487 | Cost of the bulk export module. | Andy Wu | Low | Jun 23, 2017 at 10:00 AM | Actions |
| 486 | Index.php loading error | Siti Norazhani Ramli | Urgent | Jun 19, 2017 at 9:37 PM | Actions |

You can send reply for the ticket and/or publish it as an article in the knowledge base.



The screenshot shows the ticket reply form. The 'Title' field is empty. The 'Answer' field contains a red box around the text 'How can we post a comment on the article and what is the approval criterion of comment?'. Below the red box, there is a paragraph of text: 'When you read the contents in knowledge base, you can post comment in the last of the article. Superusers and Editors can manage users comment. They can approve it or publish it or delete it. Refer Comments article in knowledge base for more details.'

- **Title:** Enter the title that will be the subject of email notification. By default, the subject of a question submitted by KB user (end user) is displayed in this field.
- **Answer:** Type-in the contents of the answer in this field which you want to send to the user. For convenience, the content of question submitted by the user (inscribed in rectangular box) is displayed in the text area.

1²Forbidden

You don't have permission to access this resource.

Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.

Publish this question answer as article in knowledge base

Close this ticket after reply

[Send Reply](#) [Cancel](#)

- Check "**Publish this question answer as an article in knowledge base**" if you want to send the reply to a user as well as publish the answer as an article in the knowledge base. The published article will help other users if they have the same question. Refer article [Publishing a ticket as an article in knowledge base](#) for more details.
- Check "**Close this ticket after reply**" if you want to close the ticket after sending a reply.
- Click on "**Send Reply**" button to send the reply to a user. Otherwise, you can click on "**Cancel**" button to abandon the process.

Custom Fields

Applicable To: Standard Edition, Standard (Multi-Language) Edition, Enterprise Edition (MySQL), Enterprise Multi-Language Edition (MySQL), Enterprise Edition (SQL Server), Enterprise Multi-Language Edition (SQL Server)

Online URL: <https://www.phpkb.com/kb/article/sending-reply-to-a-ticket-140.html>

2¹Forbidden

You don't have permission to access this resource.

Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.