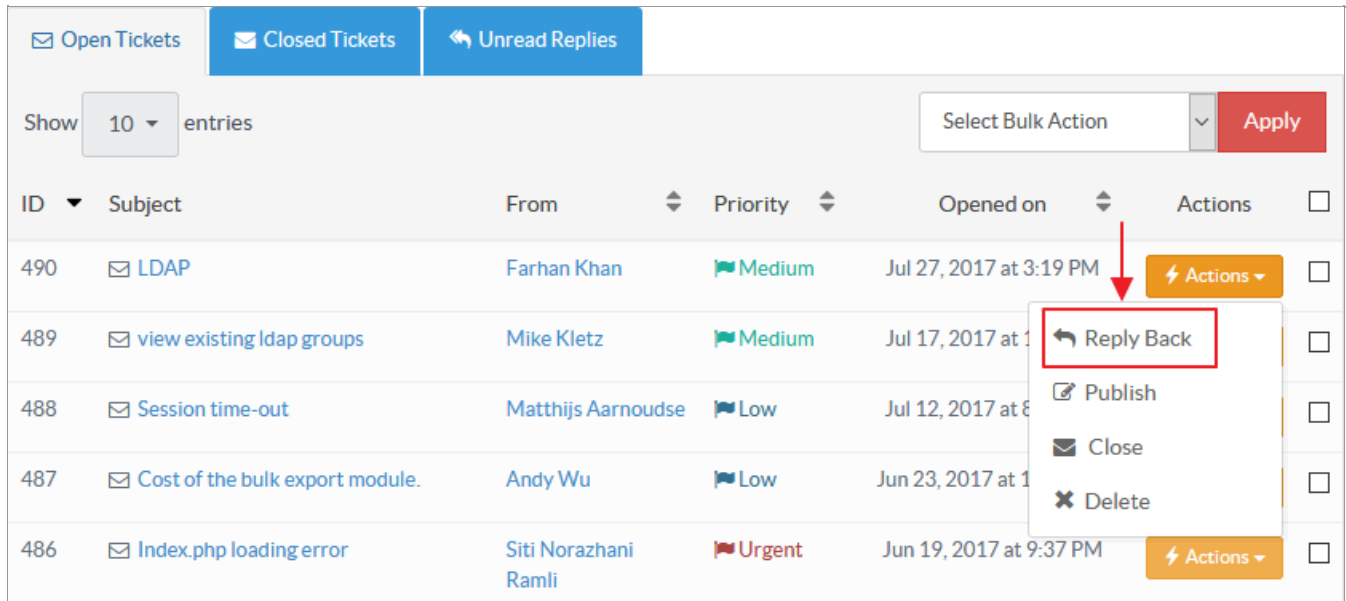# Sending reply to a ticket
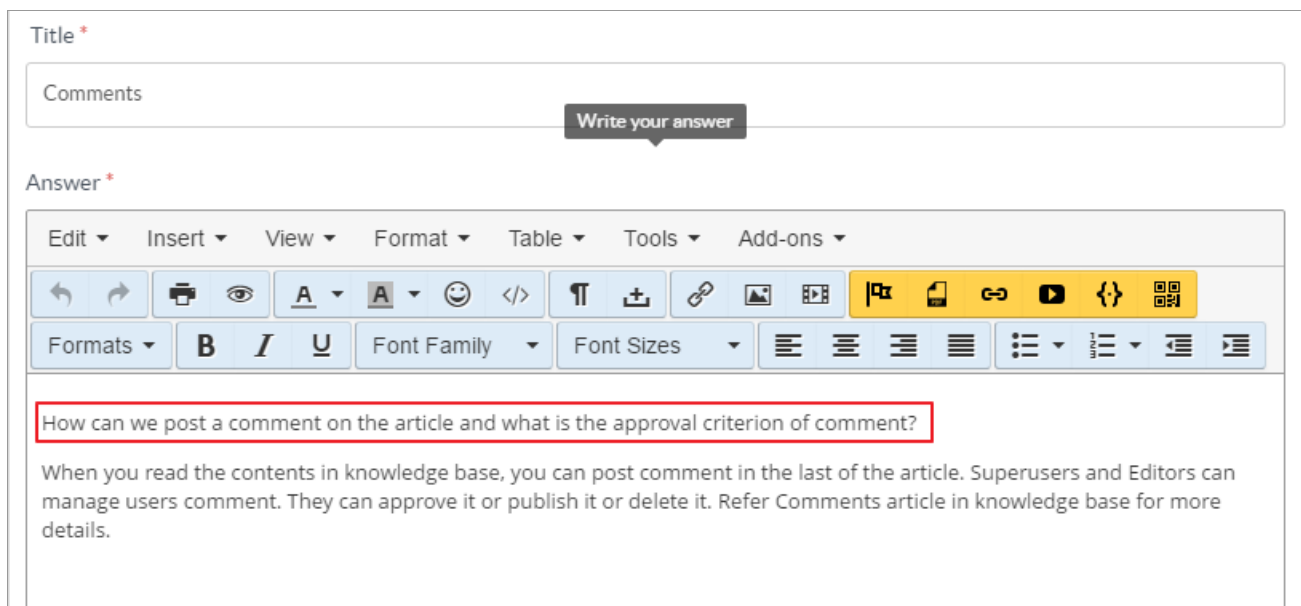
Click "**Reply Back**" option from Actions column of **Open Tickets** page under **Tickets** section of left navigation bar.

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 1		☐
488	✉ Session time-out	Matthijs Aarnoudse	🚩 Low	Jul 12, 2017 at 8		☐
487	✉ Cost of the bulk export module.	Andy Wu	🚩 Low	Jun 23, 2017 at 1		☐
486	✉ Index.php loading error	Siti Norazhani Ramli	🚩 Urgent	Jun 19, 2017 at 9:37 PM	⚡ Actions ▾	☐

(Open Tickets / Closed Tickets / Unread Replies tabs; Show 10 entries; Select Bulk Action — Apply; Actions dropdown: ↩ Reply Back, ✏ Publish, ✉ Close, ✖ Delete)

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

Title *

Comments

Write your answer

Answer *

Edit ▾ Insert ▾ View ▾ Format ▾ Table ▾ Tools ▾ Add-ons ▾

Formats ▾ **B** *I* U̲ Font Family ▾ Font Sizes ▾

How can we post a comment on the article and what is the approval criterion of comment?

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.

[12]Forbidden

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.

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

²Forbidden

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.