

Sending reply to a ticket

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 the first ticket (ID 490) is expanded, showing options: Reply Back, Publish, Close, and Delete. A red arrow points to the 'Reply Back' option, which is also highlighted with a red box.

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	Actions
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 'Comments' field contains the text 'How can we post a comment on the article and what is the approval criterion of comment?'. The 'Answer' field contains a rich text editor with a toolbar and the 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.

The screenshot shows the ticket reply form with the following options:

- Publish this question answer as article in knowledge base
- Close this ticket after reply

Buttons: 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>