

# 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' interface. At the top, there are tabs for 'Open Tickets', 'Closed Tickets', and 'Unread Replies'. Below the tabs, there's a 'Show 10 entries' dropdown and a 'Select Bulk Action' dropdown with an 'Apply' button. The main area is a table of tickets with columns: ID, Subject, From, Priority, Opened on, and Actions. The first ticket (ID 490) has a subject 'LDAP' and is from 'Farhan Khan' with a 'Medium' priority. The 'Actions' column for this ticket is expanded, showing options: 'Reply Back' (highlighted with a red box), 'Publish', 'Close', and 'Delete'. A red arrow points to the 'Reply Back' option.

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. It has a 'Title\*' field which is empty. Below it is a 'Comments' field containing the text 'How can we post a comment on the article and what is the approval criterion of comment?'. Below the comments field is a 'Write your answer' button. The 'Answer\*' field contains a rich text editor with a toolbar (Edit, Insert, View, Format, Table, Tools, Add-ons) 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 form options section. It has two checkboxes: 'Publish this question answer as article in knowledge base' (unchecked) and 'Close this ticket after reply' (checked). Below the checkboxes are 'Send Reply' and 'Cancel' buttons.

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.

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#### **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)

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