## Sending reply to a ticket

<b>1</b> 40	Gurjeet Kaur	💾 August 10, 2017	Support Tickets	© 5891 9	<b>9</b> 0

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

🖂 Оре	en Tickets 🛛 🖂 Closed Tickets	🥱 Unread Replies				
Show	10 🝷 entries			Select Bulk Action	~ Appl	ly
ID 🔻	Subject	From	Priority \$	Opened on  🌲	Actions	
490	⊠ LDAP	Farhan Khan	🍽 Medium	Jul 27, 2017 at 3:19 PM	🗲 Actions 🗸	
489	☑ view existing Idap groups	Mike Kletz	Medium 🛤	Jul 17, 2017 at 1 🦘 Reply	Back	
488	Session time-out	Matthijs Aarnoud	ise 🍽 Low	Jul 12, 2017 at 8	h	
487	Cost of the bulk export module.	Andy Wu	le Low	Jun 23, 2017 at 1 X Delete	e	
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.

Title *						
Comments						
write	ouranswer					
Answer *						
Edit • Insert • View • Format • Table • T	ools ▼ Add-ons ▼					
★ ★ ★ ★ ▲ ★ ▲ ★ ● ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★	노 🔗 🗳 패 🛄 🖙 🖸 () 🎆					
Formats - B I U Font Family - Font S	Sizes ▼ E E E E E E E F E F E F E					
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.

<ul> <li>Publish this question answer as article in knowledge base</li> <li>Close this ticket after reply</li> </ul>					
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. 1/2 Powered by PHPKB (Knowledge Base Software) 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