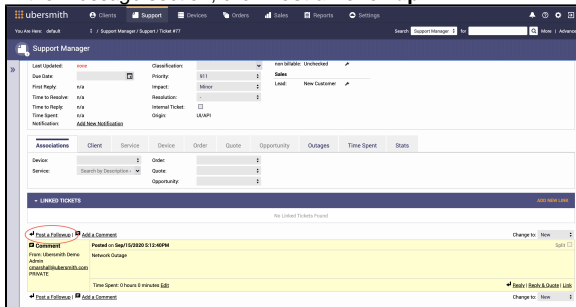


Replying to Tickets

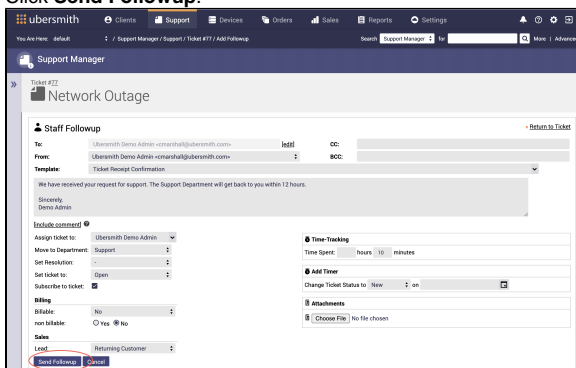
You can reply to a client using the followup function. The various ways you can reply are by posting a following up to the recipients of the ticket, which you can change, replying on a post, to use the existing emails, or replying and quoting to use the existing email and include the post. Using any of the available methods, you can also make any necessary changes to the ticket itself. This function is not available for an internal ticket.

1. [Access the Support Manager.](#)
2. [View the ticket.](#)
3. In the **Message** section, click **Post a Followup**.



The *Ticket Response* page appears.

4. In the **To** field, enter the email address of the person to receive the message.
5. In the **CC** field, enter the email address of the person to receive a copy of the message.
6. In the **BCC** field, enter the email address of the person to receive a blind copy of the message.
7. In the **Template** field, select a template to auto-generate the desired response. See [Adding Email Templates](#) for more information.
8. In the **Body** field, enter the contents of the message.
9. Click **include comment** to display a field to enter a comment for the ticket.
10. In the **Assign** ticket to field, select a different user to assign the ticket to.
11. In the **Move to Department** field, select a different department to move the ticket to.
12. In the **Set Resolution** field, select a resolution for the ticket.
13. In the **Set ticket to** field, select a different [ticket type](#).
14. Select **Subscribe to ticket**, if you want to follow the support ticket.
15. If you have any custom support fields, they will be available to select.
16. In the **Time-Tracking** section, enter the amount of time spent working on the ticket in the hours and minutes fields.
17. In the **Add Timer** section, select a different ticket status in the **Change Ticket Status** to field, and then enter the date to make the change.
18. In the **Attachments** section, click **Choose File** and navigate to the attachment you want to include in the comment.
19. Click **Send Followup**.



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