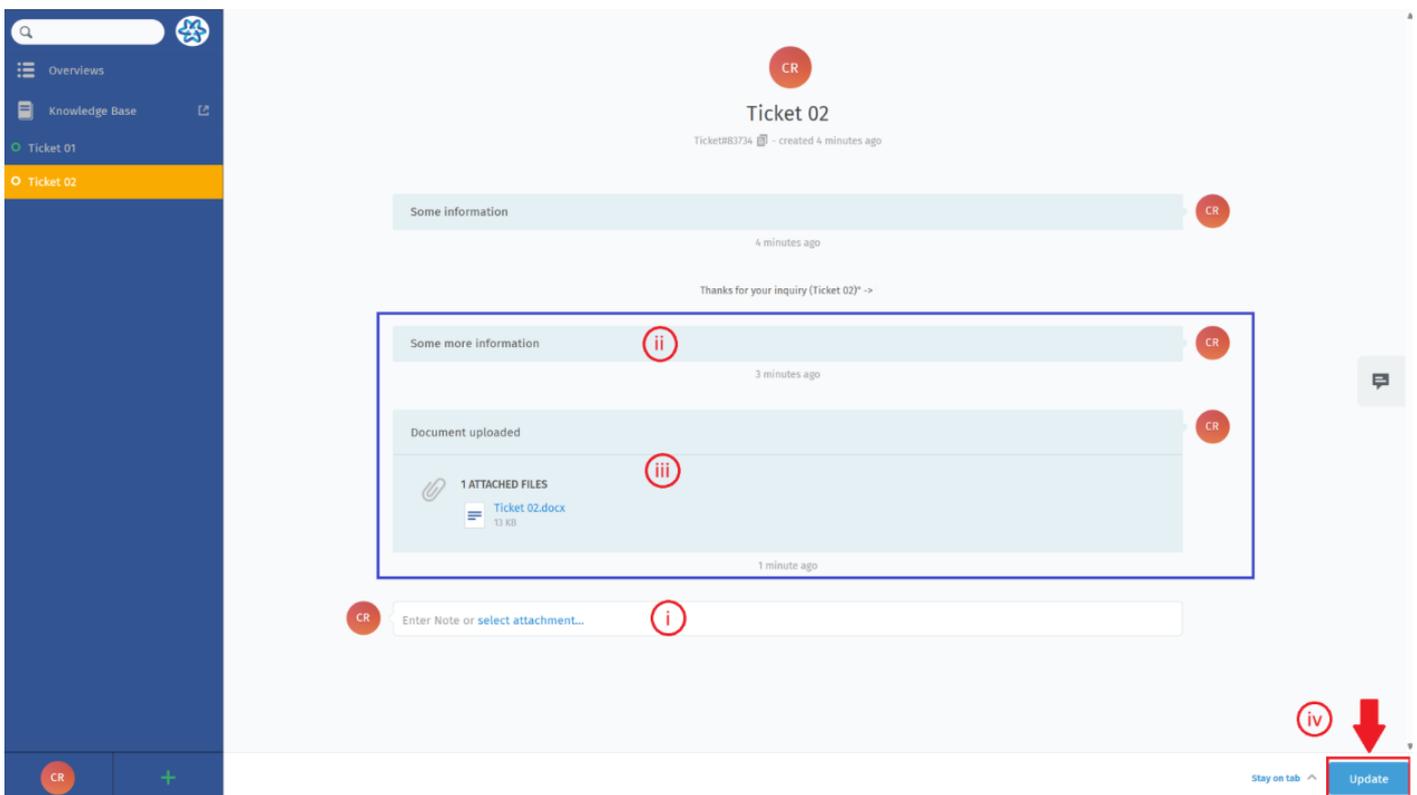


How to: respond to a Ticket

Upon reaching the complete details page within the "My Tickets" section, customers will discover the "Add Comment" text-box located at the bottom (i).

By clicking on it, the customer can insert comments (ii) or attach files (iii). In the "Activity" section you can keep track of the ticket's history and review the chronological log of actions, comments, and status changes (see blue box in the below screenshot).

All changes made on the detail page must be confirmed by clicking the "Update" button located at the bottom right of the Ticket details page (iv).



The screenshot displays a user interface for managing tickets. On the left is a dark blue sidebar with navigation options: 'Overviews', 'Knowledge Base', 'Ticket 01', and 'Ticket 02' (highlighted in orange). The main content area shows 'Ticket 02' with ID 'Ticket#83734' and a status of 'CR'. Below the title is a message history: 'Some information' (4 minutes ago), a system message 'Thanks for your inquiry (Ticket 02)' (3 minutes ago), and 'Document uploaded' (1 minute ago) with an attached file 'Ticket 02.docx' (13 KB). A text input field at the bottom is labeled 'Enter Note or select attachment...'. A blue box highlights the activity history section. A red box highlights the 'Update' button at the bottom right, with a red arrow pointing to it. Red circles with Roman numerals (i-iv) mark key elements: (i) the input field, (ii) the 'Some more information' comment, (iii) the 'Document uploaded' comment, and (iv) the 'Update' button.

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