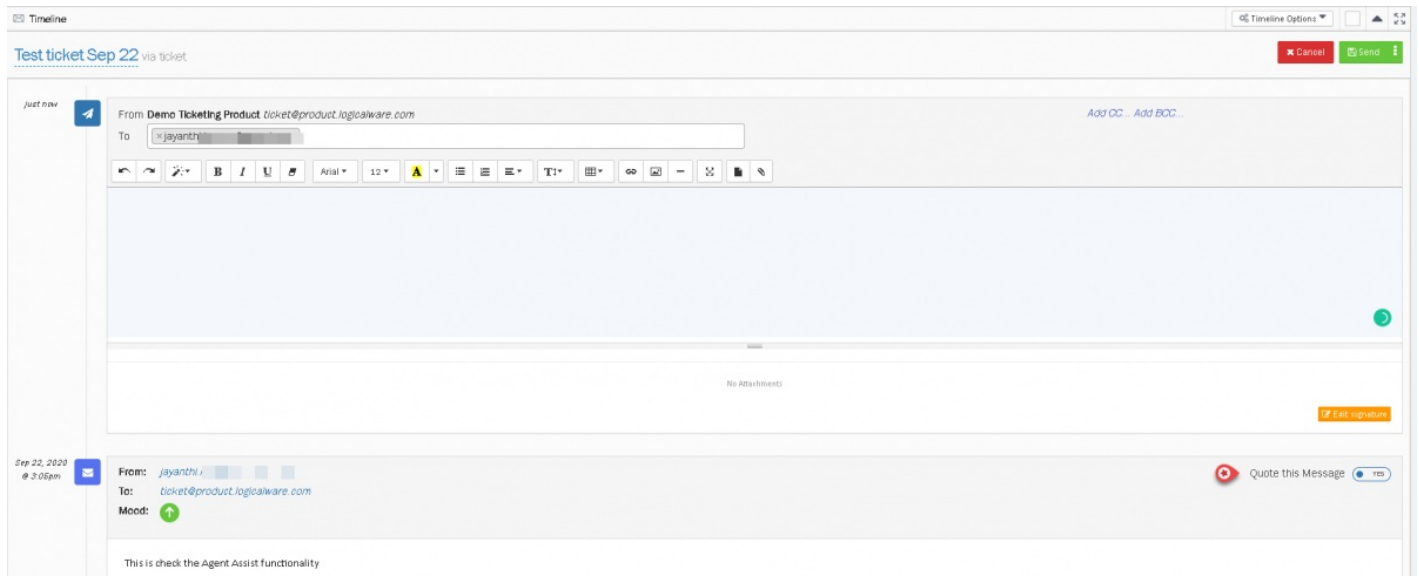# Replying to a ticket

To reply to a ticket, you need to:

1. Go to ticket timeline on the tickets page.

2. Click reply to see the text editor

3. The To and cc (etc) are auto populated but can be amended. You can now start composing a message. You may type the email address or choose from the list you've added in the address book.

4. You can also edit signature by clicking the edit signature (unless this is locked down in permissions)

5. Upon completing the editing, you can click on send. Sending the reply has 3 options as listed below:

   - Send means the status will go to Resolved (i.e. ticket is handled)

   - Send as pending means the status is Pending (i.e. waiting on information from customer to be able to resolve)

   - Send as on-hold means the status is On-Hold (i.e. waiting on internal information)

   - The ticket status can be changed manually if required from the dropdown box

Quoting a message

if you want to quote previous message, turn on the toggle found at the right part of the header of previous message as shown in the image above.