

## Ticket Management

This section describes various activities an agent can perform with the tickets.

- [Creating a ticket](#)
- [Replying a ticket](#)
- [Adding tasks and notes](#)
- [Updating ticket status](#)
- [Bulk actions](#)
- [Automatic team assignment](#)
- [Automatic follow-ups](#)
- [Creating an automatic reply](#)
- [Parent and Child Ticket](#)