

Agent Training - Level 1

Zendesk Support Essentials





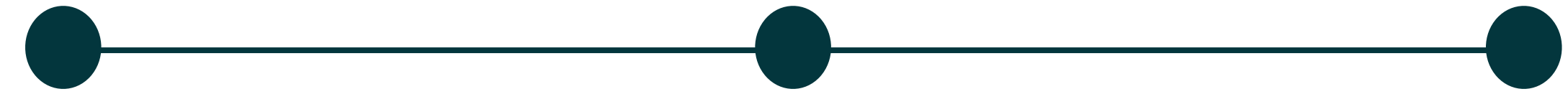
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CX ZENDESK TEAM





Describe
Zendesk
Support

Work Through
the Ticket
Lifecycle

Leverage
Agent Tools

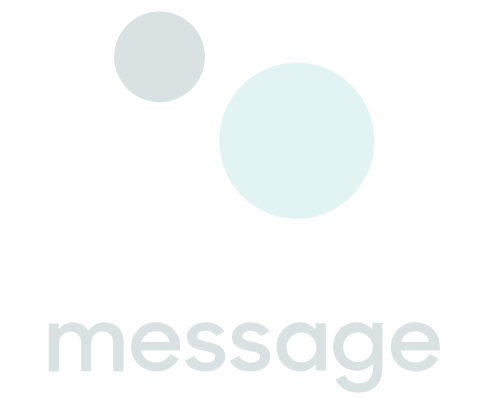
Describe Zendesk Support

Define The Zendesk Big Picture

Review the Agent Dashboard

Locate Content Using Search

Describe the Big Picture



Describe the Big Picture

Zendesk family of products



Describe the Big Picture

User roles



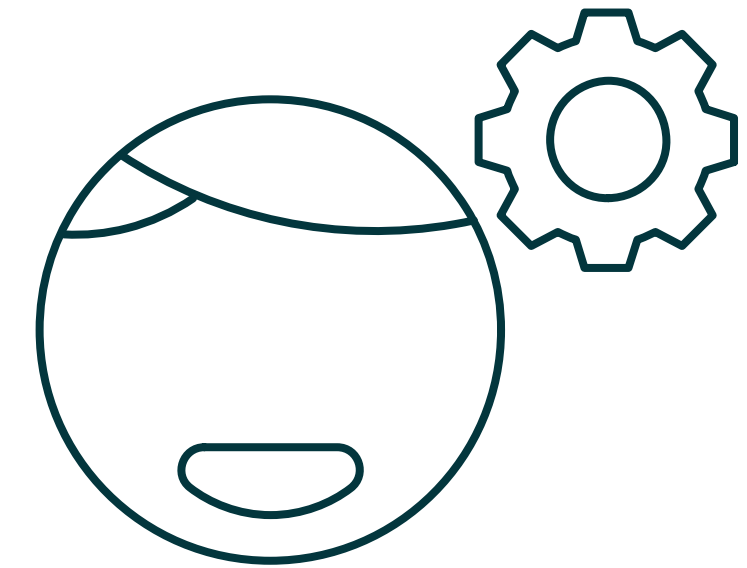
End-users

submit tickets. They have questions of issues that need to be addressed, and agents respond.



Agents

respond to end-users and primarily solve tickets.

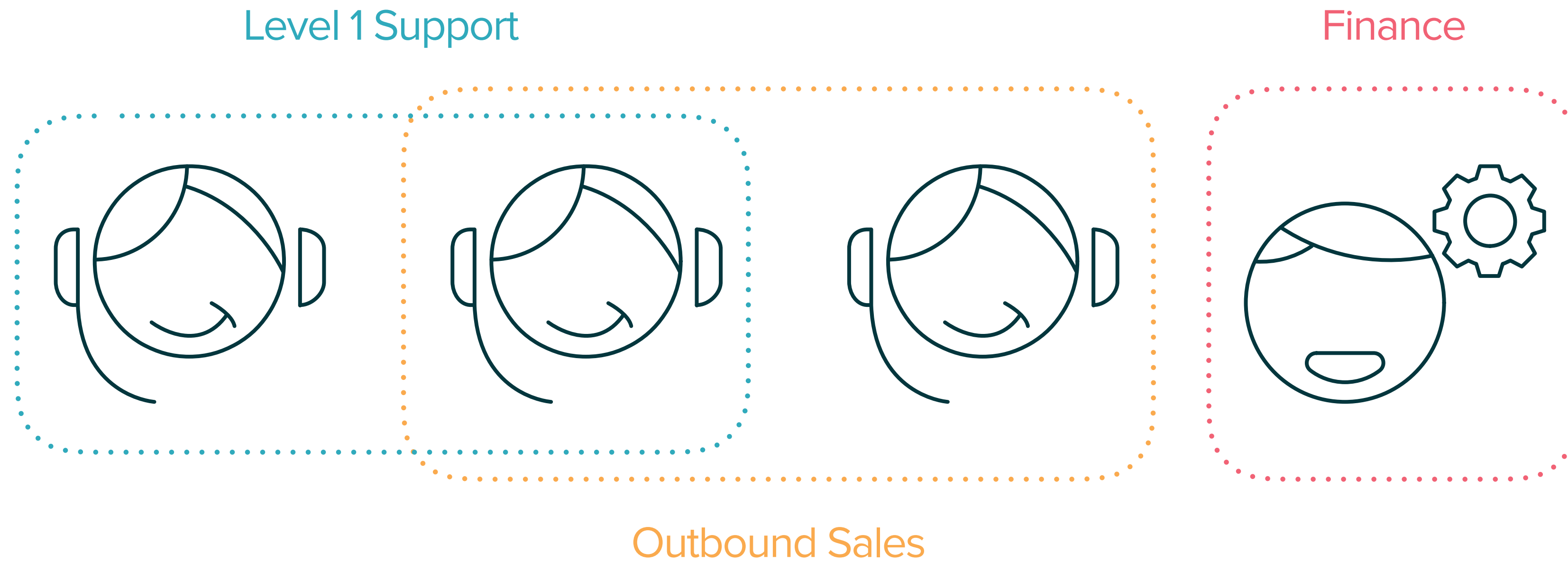


Administrators

are the managers of your Zendesk. They have the same capabilities as agents. They can also define shared views, manage users, etc.

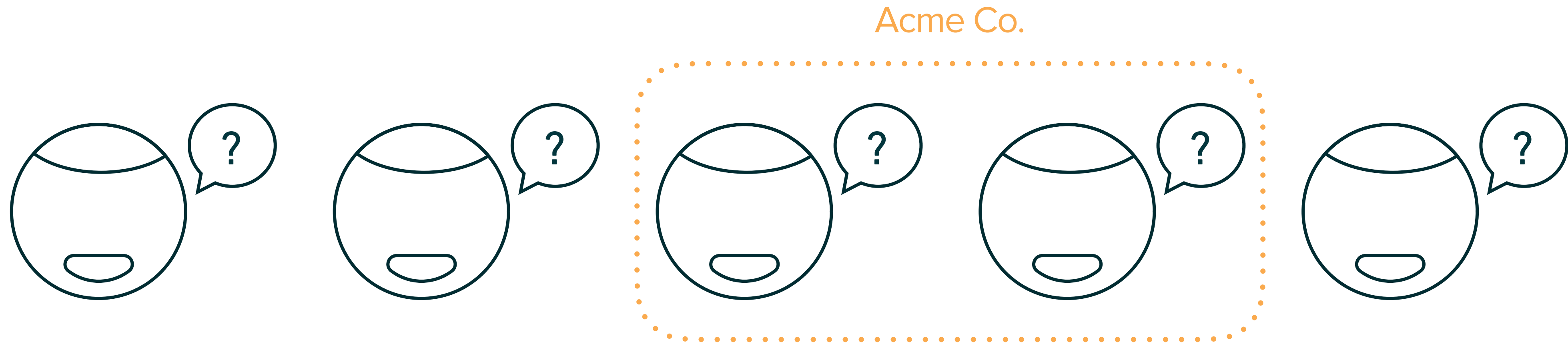
Describe the Big Picture

Agent groups



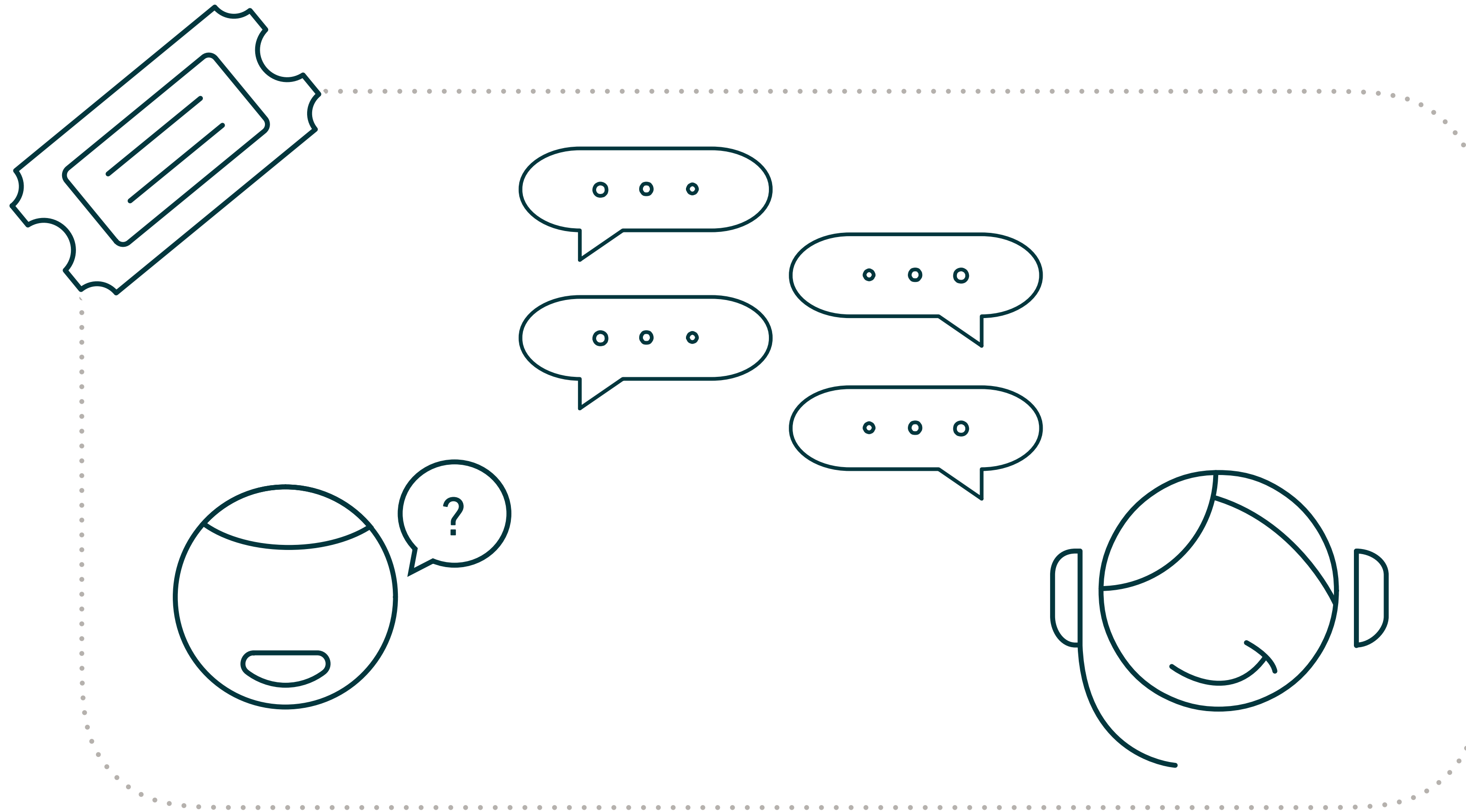
Describe the Big Picture

End-user organizations



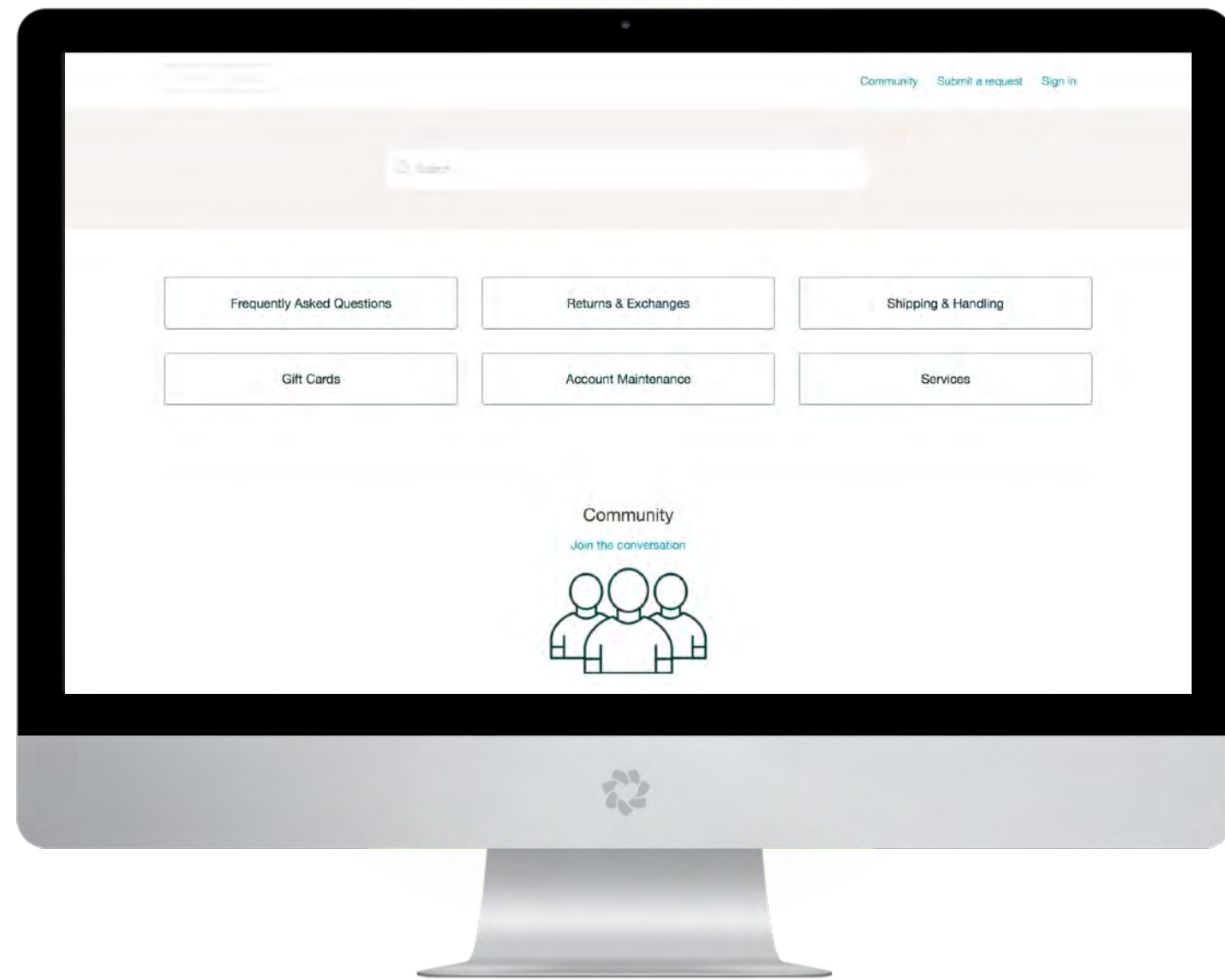
Describe the Big Picture

End-users converse with agents through tickets

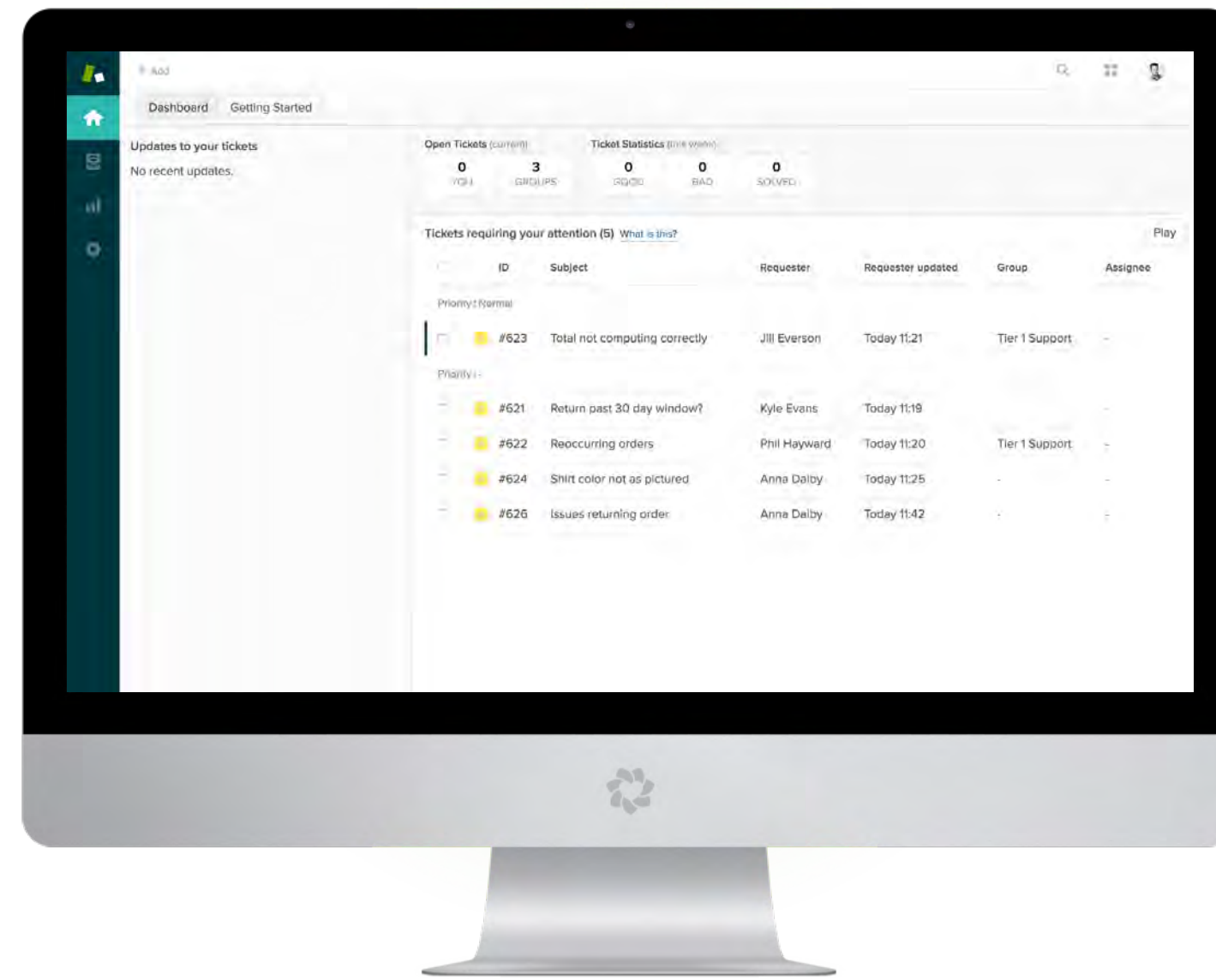


Describe the Big Picture

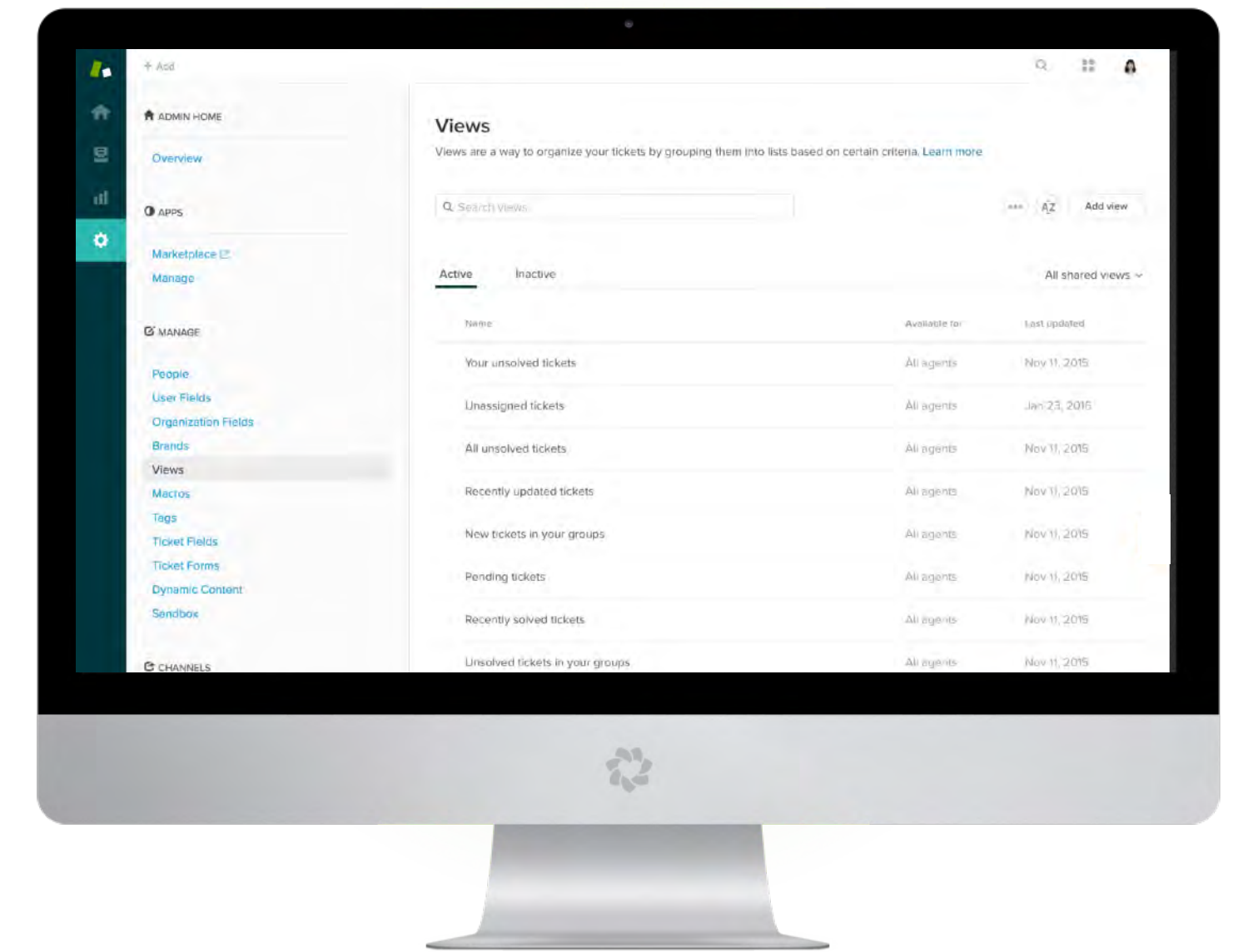
Interfaces for user roles



End-user



Agent

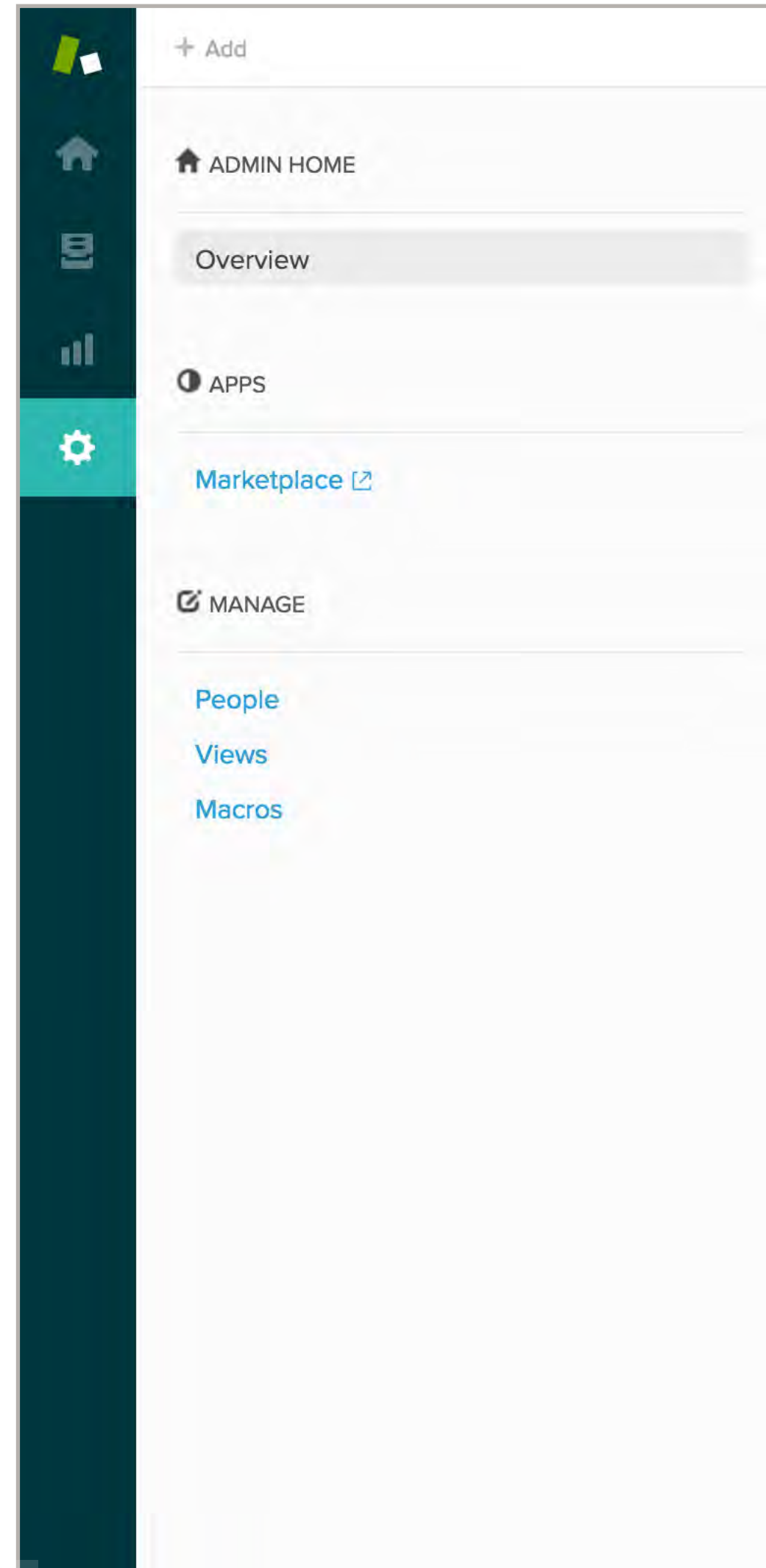


Administrator

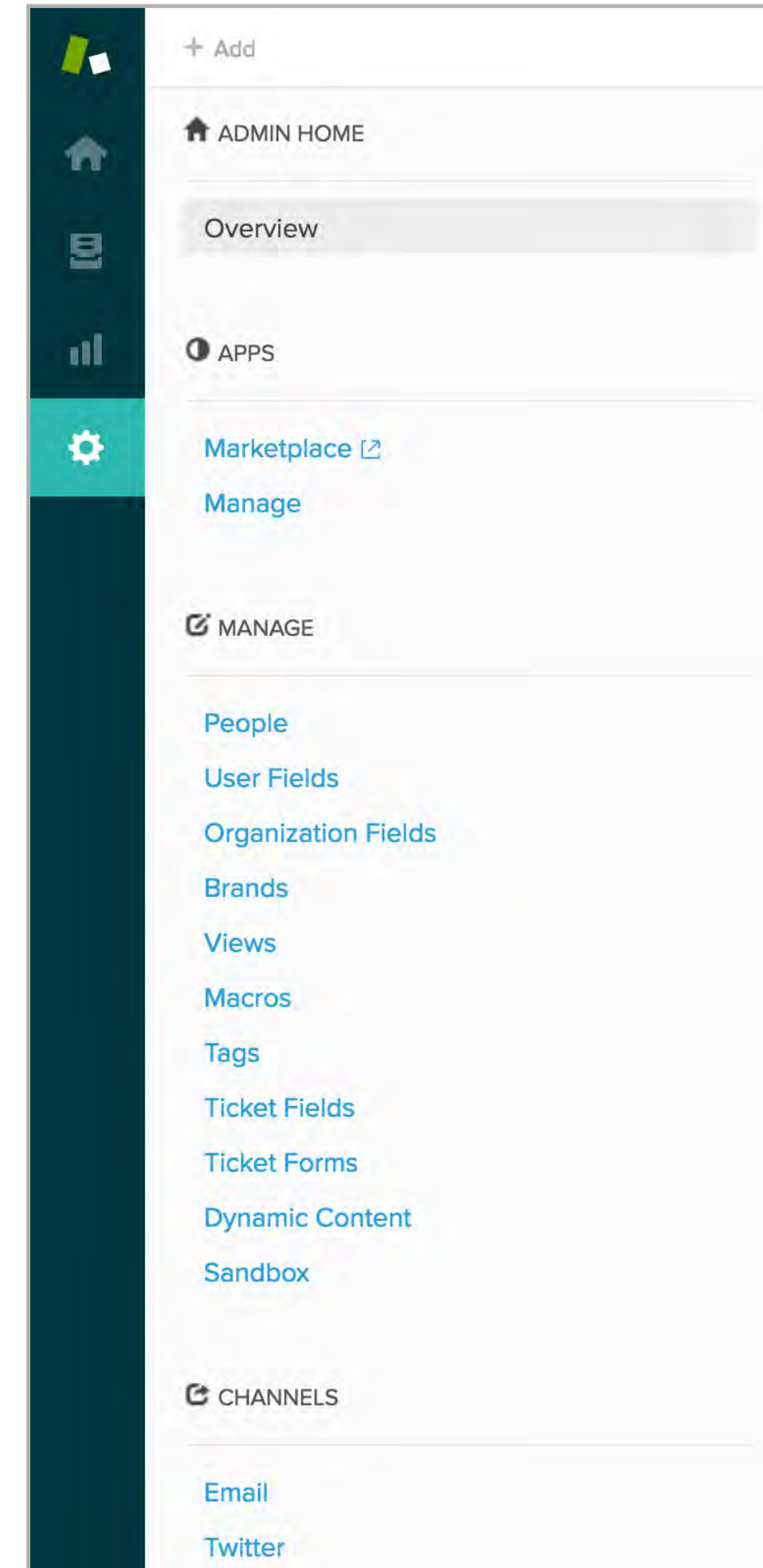
Describe the Big Picture

Differences in the agent interface due to role

The Agent's
Experience



The Admin's
Experience



Demo

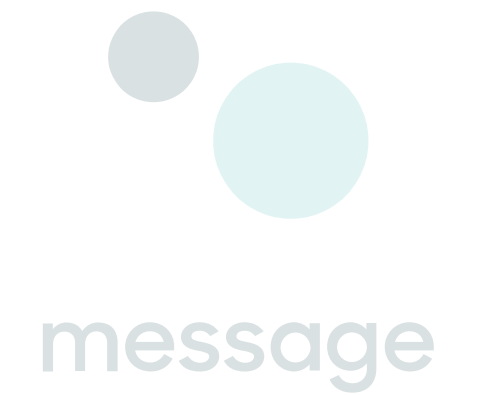
Navigate Zendesk

Describe the Big Picture



Use homebridge.zendesk.com/agent to go directly to the agent interface.

Navigate the Agent Dashboard



Navigate the Agent Dashboard

The dashboard is divided into several sections:

- Navigation bar:** A vertical sidebar on the left with icons for home, dashboard, updates, analytics, and settings.
- Header:** Includes a '+ Add' button, search, and user profile icons.
- Workload Summary:** A section with 'Open Tickets (current)' showing 1 for YOU and 3 for GROUPS, and 'Ticket Statistics (this week)' showing 0 GOOD, 0 BAD, and 0 SOLVED.
- Recent updates:** A list of updates from Kate Hoffman, such as 'increased the priority on "Reoccurring orders"' and 'assigned you "Reoccurring orders"'. A callout 'Recent updates' points to this section.
- Tickets requiring your attention:** A table of 5 tickets with columns for ID, Subject, Requester, Requester updated, Group, and Assignee. A 'Play' button is in the top right of this section. A callout 'View of tickets requiring your attention' points to the table.

ID	Subject	Requester	Requester updated	Group	Assignee
#622	Reoccurring orders	Phil Hayward	Today 11:20	Tier 1 Support	Jackson Davis
#623	Total not computing correctly	Jill Everson	Today 11:21	Tier 1 Support	-
#621	Return past 30 day window?	Kyle Evans	Today 11:19	-	-
#624	Shirt color not as pictured	Anna Dalby	Today 11:25	-	-
#626	Issues returning order	Anna Dalby	Today 11:42	-	-

Add tickets and users

View workload summary and weekly totals

Access to your profile

Navigation bar

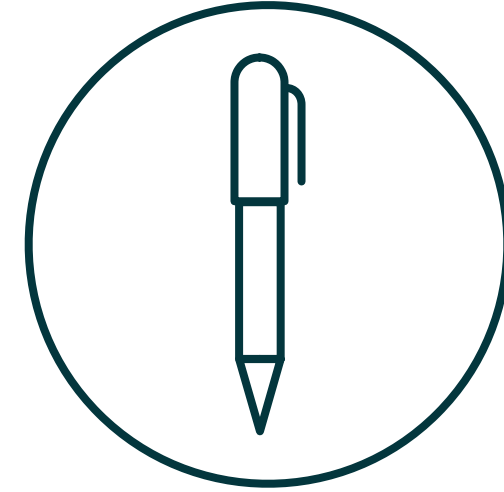
Recent updates

View of tickets requiring your attention



Demo

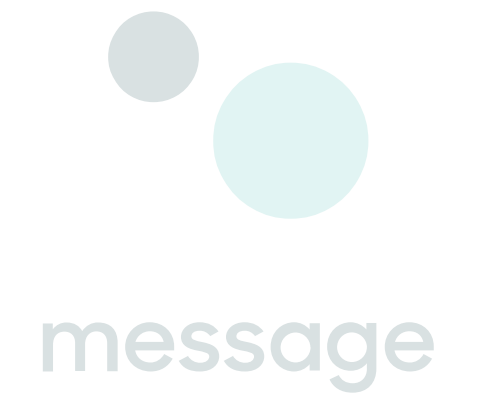
Navigate the agent dashboard and agent profile



View your agent dashboard and profile

1. Open your agent interface. If not already there, click the house icon to get the agent dashboard.
2. Click to open a ticket listed under the “Tickets Requiring your Attention” view. When ready, close it out by clicking the “x” in the ticket’s tab.
3. Click on your avatar, then view your profile page.
4. Add a signature and close your profile.

Locate Content Using Search



Locate Content Using Search

The screenshot displays the Zendesk user interface. At the top right, there is a search bar labeled "search Zendesk" with a magnifying glass icon highlighted by an orange box. Below the search bar, a dropdown menu is open, showing "Advanced search" and a downward arrow. On the left side, there is a sidebar with a "Views" section containing a list of ticket views and their counts:

View	Count
Your unsolved tickets	0
Unassigned tickets	5
All unsolved tickets	6
Recently updated tickets	5
New tickets in your groups	0
Pending tickets	0
Recently solved tickets	0
Unsolved tickets in your groups	1
Rated tickets from the last 7 days	0
Suspended tickets	0

Below this list is a section titled "Your views" with a sub-item "My Rated Tickets" showing a count of 0. A "More »" link is also present. The main content area is titled "Your unsolved tickets" and shows "0 tickets". Below this is a table header with columns: Subject, Requester, Requested, Type, and Priority. The table content is empty, displaying the message "No tickets in this view".



Locate Content Using Search

Search results and advanced filtering

The screenshot shows a search results page for the term "returns". The page includes a search bar with the text "returns" and a "Filters" button. Below the search bar, there are tabs for "Tickets (8)", "Users (0)", "Articles (4)", and "Organizations (0)". The "Tickets (8)" tab is selected, and a table of search results is displayed. The table has columns for "ID", "Subject", "Requested", and "Updated". The "Filters" panel is open, showing search criteria for "Tickets" with fields for Status, Type, Tags, Assignee, and Updated date.

ID	Subject	Requested	Updated
#586	Item return	Jan 06	Jan 10
#599	Return order	Jan 22	Jan 26
#621	Return past 30 day window?	Today 11:19	Today 11:19
#607	Returning a pair of shoes	May 03	May 09
#580	Re: Exchange needed	Jan 04	Jan 10
#575	Warranty?	Dec 11, 2015	Dec 15, 2015
#584	Question about boots	Jan 06	Jan 10
#613	Addition to order	May 05	Jul 19

Search: Tickets

Status

Type

Tags

Assignee

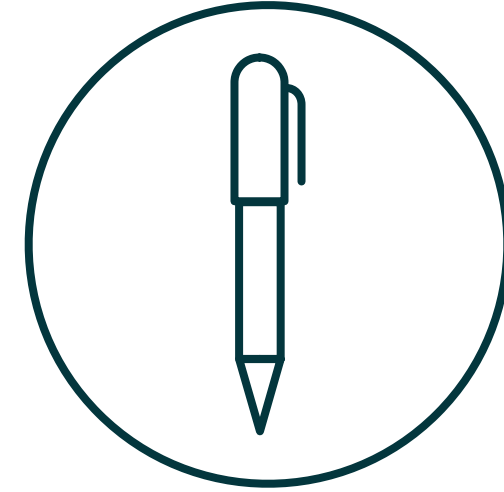
Updated date

Show search tips



Demo

Run a search



Run a search

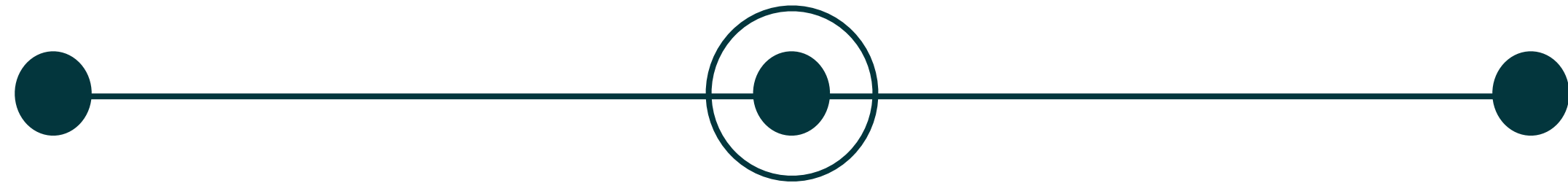
1. Click the Search icon.
2. Enter search criteria and run a search.
3. Select the type of content you're looking for using the tabs across the page.
4. Use filtering options to narrow down the results if necessary.

Describe Zendesk Support

Define The Zendesk Big Picture

Review the Agent Dashboard

Locate Content Using Search



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Support

Work Through
the Ticket
Lifecycle

Leverage
Agent Tools

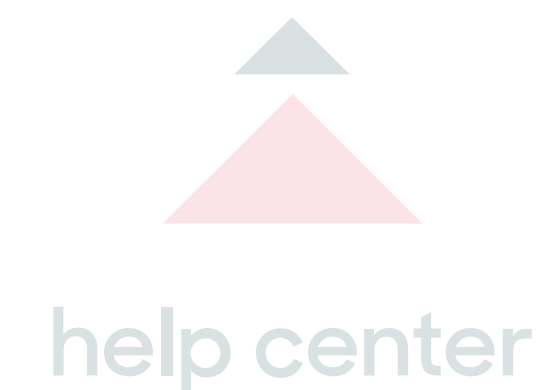
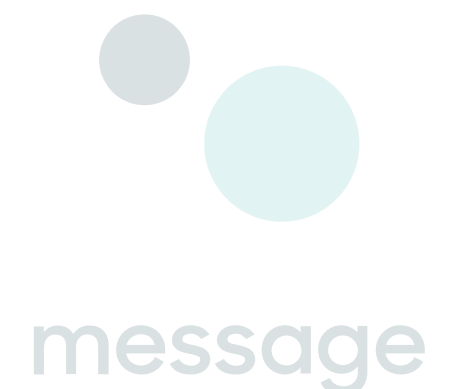
Work Through the Ticket Lifecycle

Create a Ticket

Locate and Populate Ticket Information

Respond to and Resolve a Ticket

Create a Ticket



Create a Ticket

Channels of ticket creation

Written



Email



Widget

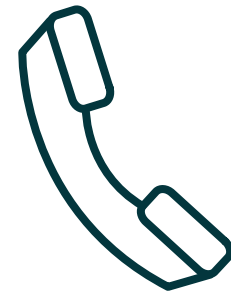


Help Center

Live



Chat

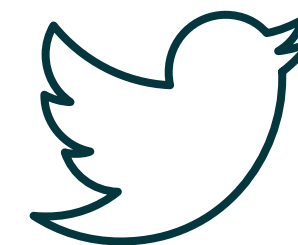


Talk

Social Media

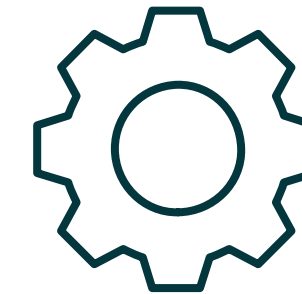


Facebook



Twitter

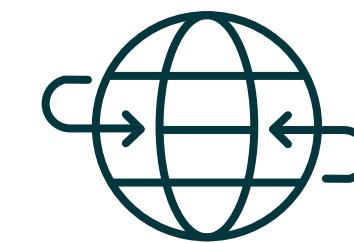
Advanced



API



Mobile SDK



Channels
Integrations

Ticket **status** indicates where the ticket is in its lifecycle.

Create a Ticket

Ticket status

New

The ticket was received, but it probably needs to be triaged and has not been assigned to an agent.

Open

The ticket has been assigned to an agent who is working to resolve it.

Pending

More information is needed from the **end-user** to continue resolving the ticket (commonly a follow-up question).

On-hold

The ticket is awaiting a resolution from a **third party** (optional).

Solved

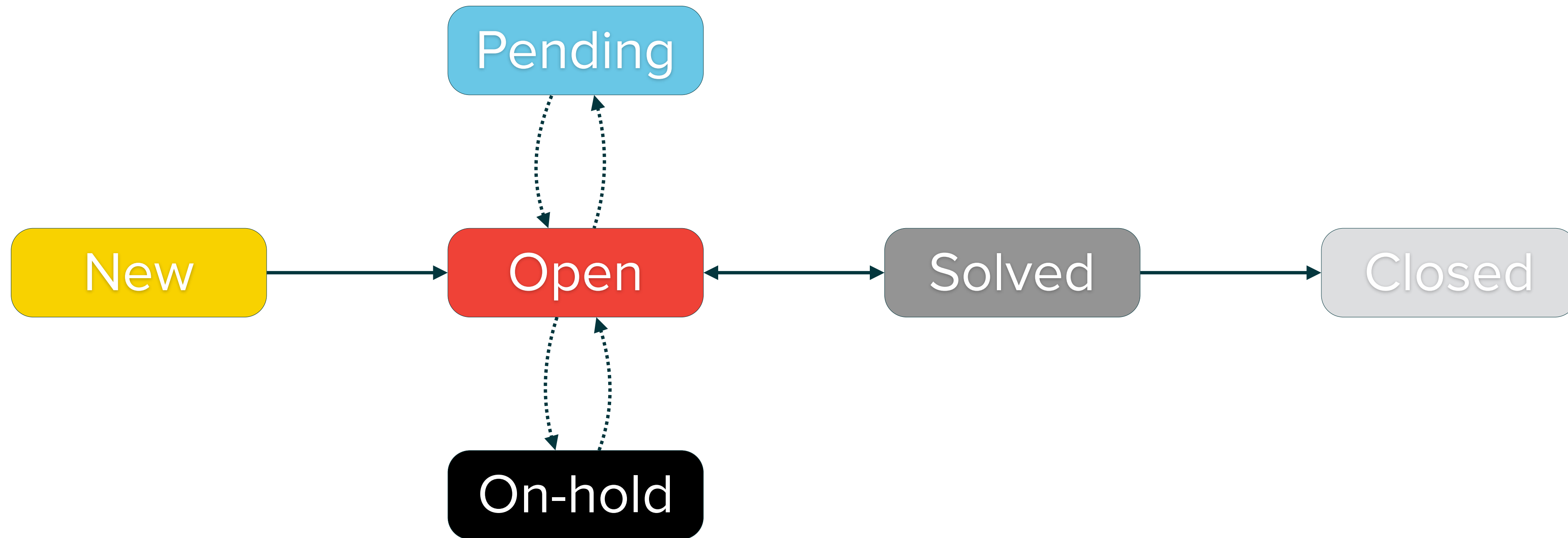
The issue has been resolved. Solved tickets can be reopened if necessary.

Closed

The ticket is complete and can't be reopened.

Create a Ticket

Ticket lifecycle



Create a Ticket

The screenshot shows a ticket management dashboard. On the left is a dark teal sidebar with navigation icons: a home icon, a list icon, a bar chart icon, and a gear icon. The main content area has a top navigation bar with a '+ Add' button (highlighted with an orange box), a search icon, a grid icon, and a user profile icon. Below the navigation bar are two tabs: 'Dashboard' and 'Getting Started'. The dashboard is divided into three main sections:

- Updates to your tickets:** A list of recent updates. The first update shows 'Kate Hoffman increased the priority on "Reoccurring orders"' with a timestamp of 'less than a minute ago'. The second update shows 'Kate Hoffman assigned you "Reoccurring orders"' with a timestamp of 'less than a minute ago'.
- Open Tickets (current):** A summary box showing '1 YOU' and '3 GROUPS'.
- Ticket Statistics (this week):** A summary box showing '0 GOOD', '0 BAD', and '0 SOLVED'.

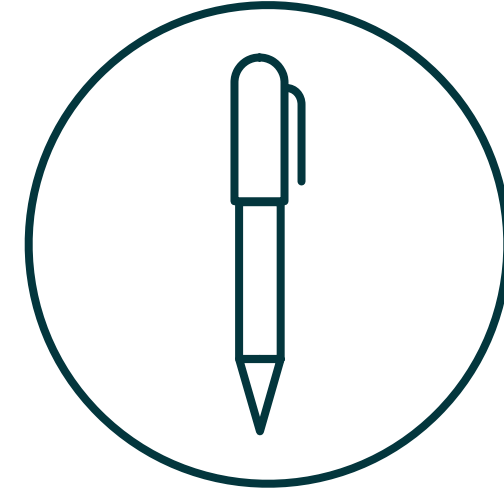
Below these sections is a main table titled 'Tickets requiring your attention (5) [What is this?](#)' with a 'Play' button on the right. The table has columns for 'ID', 'Subject', 'Requester', 'Requester updated', 'Group', and 'Assignee'. It is filtered by 'Priority: Normal' and shows five rows of tickets:

<input type="checkbox"/>	ID	Subject	Requester	Requester updated	Group	Assignee
<input type="checkbox"/>	#622	Reoccurring orders	Phil Hayward	Today 11:20	Tier 1 Support	Jackson Davis
<input type="checkbox"/>	#623	Total not computing correctly	Jill Everson	Today 11:21	Tier 1 Support	-
<input type="checkbox"/>	#621	Return past 30 day window?	Kyle Evans	Today 11:19	-	-
<input type="checkbox"/>	#624	Shirt color not as pictured	Anna Dalby	Today 11:25	-	-
<input type="checkbox"/>	#626	Issues returning order	Anna Dalby	Today 11:42	-	-



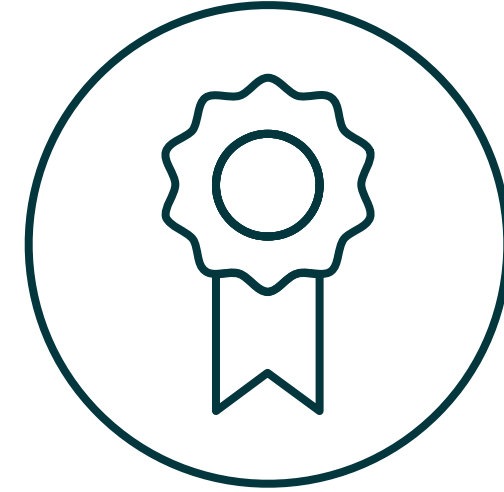
Demo

Create a ticket in the agent interface



Create a ticket

1. Click the “+ Add” tab to open a new ticket.
2. Click the requester field, then “Add user” to create a new end-user to be the requester of this ticket.
3. Add a subject and description.
4. Submit the ticket with new status.
5. Note the ticket ID, status, requester, and organization across the top.

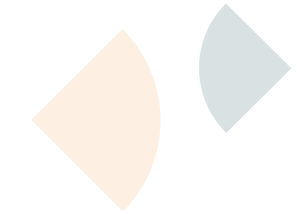


If an end-user contacts you about multiple issues, create a **new ticket** for each issue. This allows for easier escalations, better reporting, and simpler conversations.

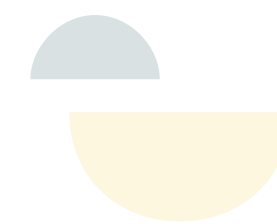
Locate and Populate Ticket Information



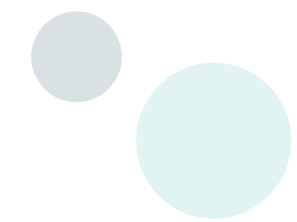
support



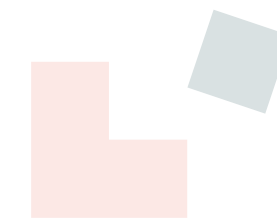
chat



talk



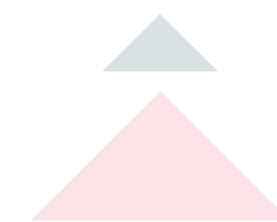
message



connect



explore

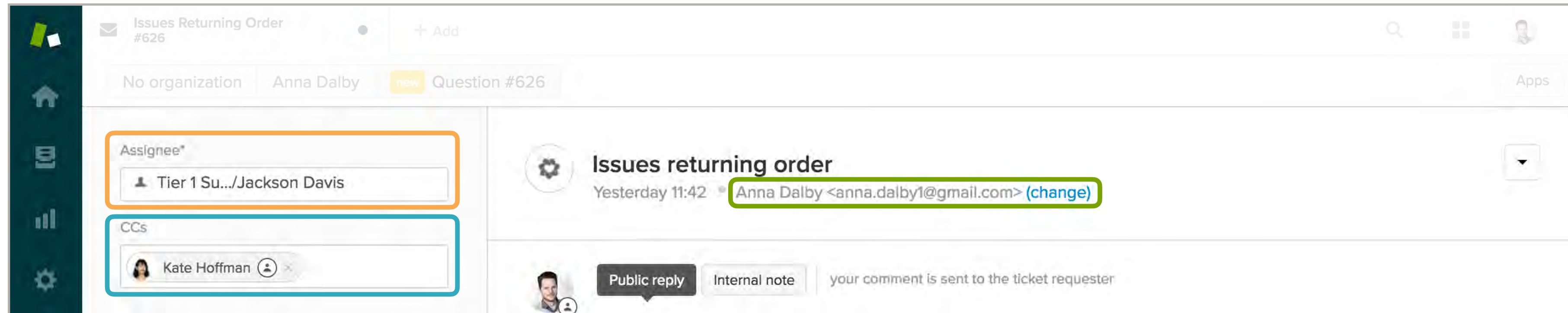


help center

The ticket properties panel **stores information** about the ticket and the requester's issue.

Locate and Populate Ticket Information

Conversation participants



Assignee

Agent and/org group assigned the ticket

Requester

User whose question or issue is being addressed in this ticket.

Carbon Copies (CCs)

Other users involved in the conversation

Locate and Populate Ticket Information

Ticket fields and tags

The screenshot shows a ticket management interface for a ticket titled "Issues Returning Order #626". The interface includes a sidebar with navigation icons (home, list, chart, settings) and a main content area. The main content area has the following fields:

- Assignee***: Tier 1 Su.../Jackson Davis
- CCs**: Kate Hoffman
- Tags**: return, vip_user
- Type**: Question
- Priority**: High
- Order Number**: 4839566
- Return Code**: Product did not match description

Tags

Words used to classify the ticket (internal only).

Type

System field that categorizes tickets into four different kinds: question, incident, problem, and task.

Priority

System field that categorizes tickets into four different priorities: low, normal, high, and urgent.

Custom Fields

Stores information relevant to *your* end-user's issues.

Locate and Populate Ticket Information

Agent collision

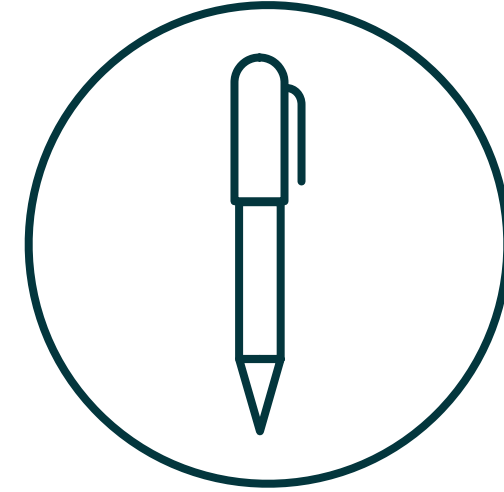
The screenshot displays a ticket management interface for a ticket titled "Issues Returning Order #626". The interface is divided into several sections:

- Header:** Shows the ticket title "Issues Returning Order #626", a search icon, a grid icon, and a user profile icon. Below this, it indicates "No organization", the agent "Anna Dalby", and the ticket status "new Ticket #626".
- Left Sidebar:** Contains navigation icons for home, list, chart, and settings.
- Agent Collision Warning:** A prominent orange-bordered box highlights a warning for "Stephen Witt" who is "Editing". It shows three agent avatars, with Stephen Witt's name and status in a dark tooltip.
- Ticket Details:** Includes a "CCs" section with a search input "search name or contact info", a "Tags" section with an input field, and a "Type" and "Priority" section with dropdown menus.
- Form Fields:** "Order Number" is populated with "4839566", and "Return Code" is currently empty.
- Conversation Log:** Shows the ticket title "Issues returning order" with a gear icon and a dropdown arrow. The first message is from "Anna Dalby" at "Yesterday 11:42" with the text "I'm having trouble returning my order. Can you help?". Above the input field are buttons for "Public reply" and "Internal note", with a note that "your comment is sent to the ticket requester". An "Attach file" link is visible at the bottom right of the input area.
- Footer:** Includes a "Conversations" dropdown, a "All 1" indicator, an "Apply macro" dropdown, a "Close tab" button, and a "Submit as New" button.

Demo

Populate fields in the properties panel

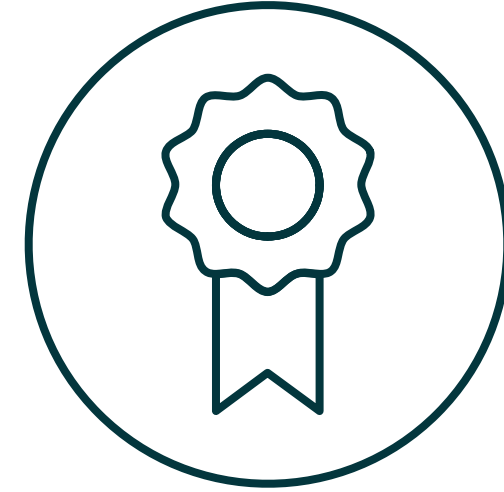
Locate and Populate Ticket Information



Take a ticket and add information

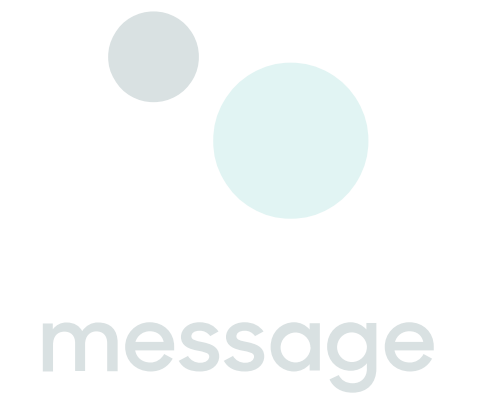
1. Find your previously submitted ticket.
2. Set the Assignee field to yourself.
3. Set the type and priority fields as appropriate.
4. Submit the ticket as Open.
5. Look at the ticket's event log to see what these changes look like.

Locate and Populate Ticket Information



Fill in ticket fields as early as possible to make that information actionable in business rules and reporting.

Respond to and Resolve a Ticket



Respond to and Resolve a Ticket

Insert images inline with text

The screenshot displays a ticket management interface for a ticket titled "Issues Returning Order #626". The interface is divided into several sections:

- Header:** Shows the ticket title "Issues Returning Order #626", a search icon, a grid icon, and a user profile icon.
- Metadata:** Includes "No organization", "Anna Dalby", a red "open" status indicator, and "Question #626".
- Assignee:** A dropdown menu showing "Tier 1 Su.../Jackson Davis" with a "take it" link.
- CCs:** A search box labeled "search name or contact info".
- Tags:** An empty text input field.
- Type and Priority:** "Question" and "Normal".
- Order Number:** "4839566".
- Return Code:** "-".
- Content Area:** A large dashed box containing the text "Issues returning order" and "Drop images inline with text". Below this text is a placeholder for an image, showing a "Shipping Label Information" icon and a "Drop images inline with text" instruction with a blue box containing a landscape image.
- Attachments:** A dashed box labeled "Drop to attach" with a paperclip icon.
- Footer:** Includes "Apply macro", "Close tab", and "Submit as Open" buttons.



Respond to and Resolve a Ticket

Ask another agent

Add an agent to the conversation

Assignee* [take it](#)

Tier 1 Su.../Jackson Davis

CCs [cc me](#)

Kate Hoffman

Public reply Internal note

Hi @Kate,

Ca

Th

Kate Hoffman
agent@email.com

Transfer ownership of the ticket

Assignee* [take it](#)

Tier 2 Su.../Kate Hoffman

CCs

search name or contact info

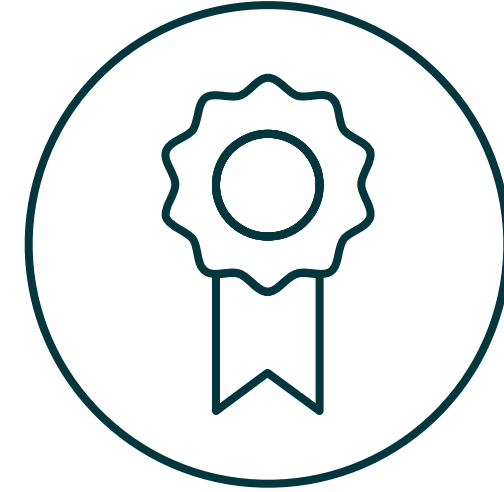
Demo

Add comments and solve a ticket



Solve a ticket

1. Write a public reply to your requester that resolves the ticket's issue.
2. Use the editor to format your response however you'd like.
3. Submit as Solved.



If you're confident you've resolved the end-user's issue, mark the ticket as **solved** rather than using pending status and waiting for confirmation.

Respond to and Resolve a Ticket

Closed ticket

The screenshot displays a Zendesk ticket interface. At the top, the ticket title is "Missing Item #598" with a status of "closed". The assignee is "Tier 2 Su.../Kate Hoffman". The ticket is categorized as "Question" with a "Normal" priority. The order number is "34453423".

The conversation history shows two messages:

- Anna Dalby** (Jan 21 11:32): Hello, I recently placed an order and I was missing a shirt- the Boise Tunic in size small. Is that backordered or something?
Anna
- Kate Hoffman** (Jan 23 16:18): Hi Anna, Yes, the tunic was back ordered. It was sent out last Thursday, so you should get it on Tuesday. If it doesn't arrive or you have any more questions, please let us know!
Cheers,
Jennifer
Regards,
Kate

At the bottom right, there is a "Ticket is closed" status and a "Create follow-up" button.



Respond to and Resolve a Ticket

Follow-up tickets

The screenshot displays a ticket management interface for a ticket titled "Re: Missing Item #627". The interface is divided into several sections:

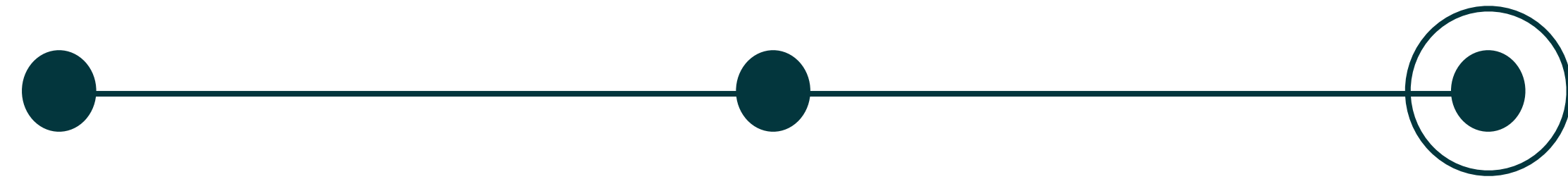
- Header:** Shows the ticket title "Re: Missing Item #627", the assignee "Anna Dalby", and the status "open".
- Metadata:** Includes fields for "Assignee*" (Tier 1 Su.../Jackson Davis), "CCs" (search name or contact info), "Tags" (vip_user), "Type" (Question), "Priority" (Normal), "Order Number" (34453423), and "Return Code" (-).
- Message Content:** The main message area shows a "Public reply" from Anna Dalby, which is a follow-up to ticket #598. The message body is currently empty.
- Conversations:** A section below the message shows a conversation with Jackson Davis, who has replied: "Hi Anna, We got a notification from the shipping provider that this shipment was rejected. Is there a different address we could send it to? Cheers, Jackson".
- Footer:** Includes an "Apply macro" dropdown, a "Close tab" button, and a "Submit as Open" button.

Work Through the Ticket Lifecycle

Create a Ticket

Locate and Populate Ticket Information

Respond to and Resolve a Ticket



Describe
Zendesk
Support

Work Through
the Ticket
Lifecycle

Leverage
Agent Tools

Leverage Agent Tools

Organize Tickets Using Views

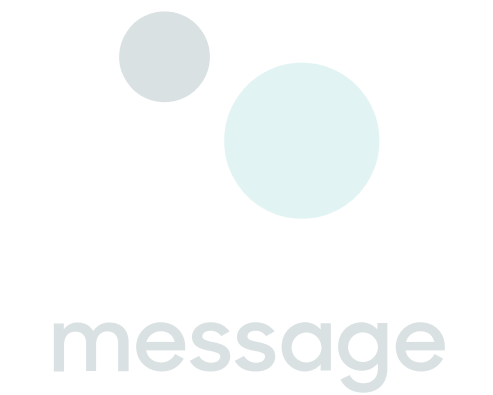
Update Tickets Efficiently with Macros

Manage Ticket Queues

Work with Suspended Tickets

Utilize Apps and Shortcuts

Organize Tickets Using Views



Views **organize tickets** based on specific criteria.

Organize Tickets Using Views

Use views

The screenshot displays a ticket management interface. On the left, a sidebar contains a list of views. The 'Unassigned tickets' view is selected and highlighted. The main area shows a table of unassigned tickets with columns for Subject, Requester, Requested, Priority, and Group. There are 4 tickets listed.

Subject	Requester	Requested	Priority	Group
Shirt color not as pictured	Anna Dalby	less than a minute ago	-	-
Total not computing correctly	Jill Everson	5 minutes ago	-	-
Reoccurring orders	Phil Hayward	6 minutes ago	-	-
Return past 30 day window?	Kyle Evans	6 minutes ago	-	-



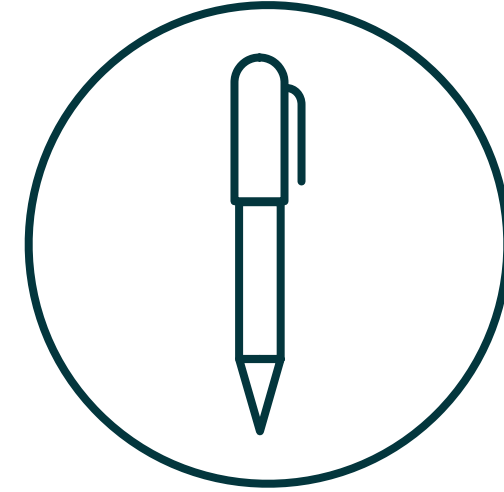
Organize Tickets Using Views

Construct a view

The screenshot displays the Homebridge admin interface for configuring a view. On the left sidebar, the 'Views' option is highlighted with an orange border. The main content area is titled 'View title' and contains a text input field. Below this, there are two condition blocks, each starting with 'Meet all of the following conditions:'. Each block has a dropdown menu with the text '-- Click to select condition. --' and a red minus button to its right. Below the second condition block is an 'Add condition' button with a green plus icon. At the bottom right of the condition section is a 'Preview match for the conditions above' button. The bottom section is titled 'Table columns' and includes a descriptive text: 'Drag and drop to select and reorder columns in your table. You can add a total of 10 columns to a table.' Below this text are two columns: 'Columns not included in table' and 'Columns included in table'. The 'Columns not included in table' list contains: ID, Latest update by requester, Submitter, and Assigned date. The 'Columns included in table' list contains: Satisfaction, Subject, Requester, and Request date. A dark teal button with a question mark and the text '? Views' is located at the bottom right of the interface.

Demo

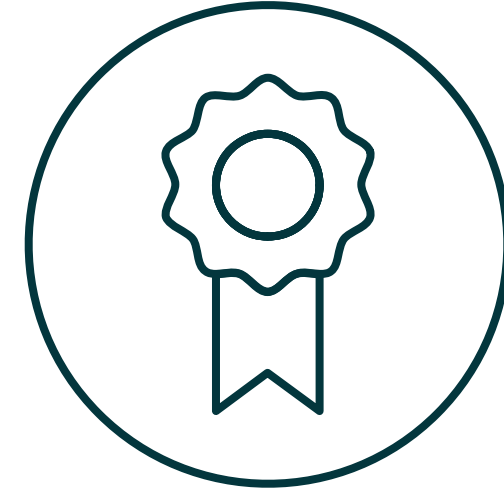
Create a view



Create a personal view

1. Navigate to Admin > Manage > Views, then click 'Add View.'
2. Enter a title and and select the conditions of your choice using the two condition areas.
3. Under 'Formatting Options', choose the columns of information you'd like to display in your view, and edit the grouping and ordering criteria if needed.
4. Under 'Available for' select 'Me only' and save the view.

Organize Tickets Using Views



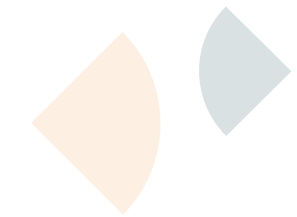
As an admin creating views, use (current user) and (current user's groups) for values in the conditions to have the views dynamically change based on the viewer.

Meet of the following conditions:

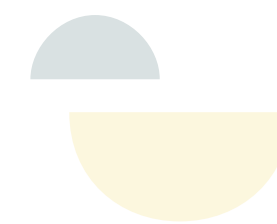
Update Tickets Efficiently with Macros



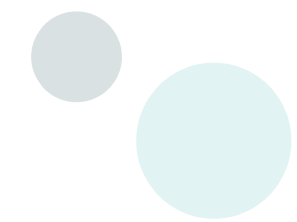
support



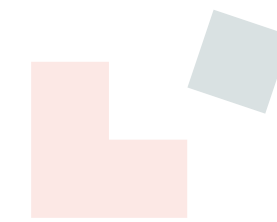
chat



talk



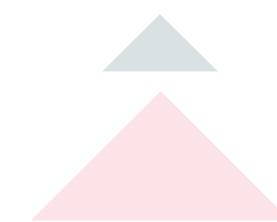
message



connect



explore

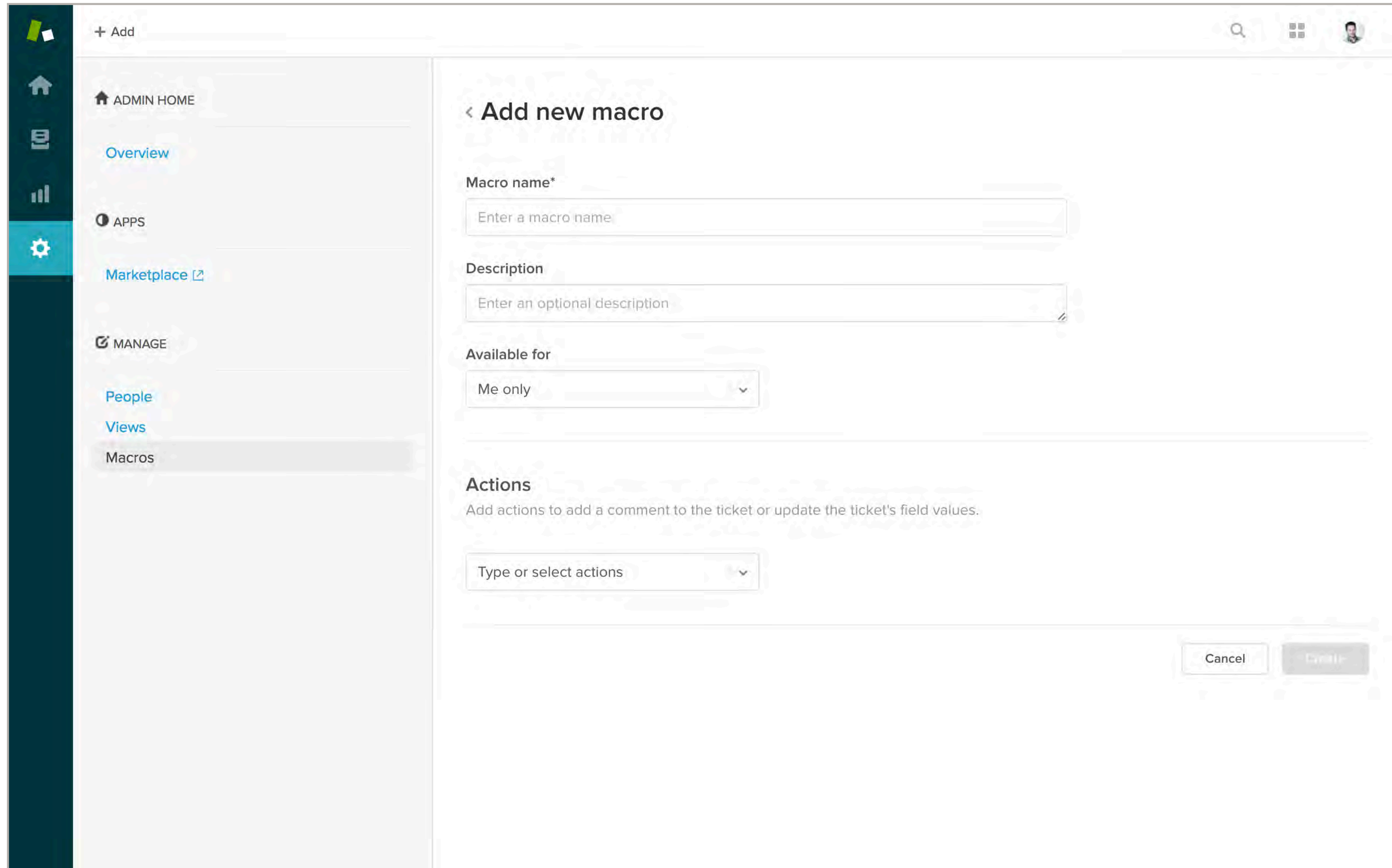


help center

Macros are pre-prepared **sets of actions** that can be applied to a ticket quickly.

Update Tickets Efficiently with Macros

Add a macro



The screenshot shows a web application interface for adding a new macro. On the left is a dark sidebar with navigation icons and a menu. The main content area is titled 'Add new macro' and contains several input fields and a dropdown menu. At the bottom right are 'Cancel' and 'Create' buttons.

ADMIN HOME

- Overview
- APPS
- Marketplace [↗](#)
- MANAGE
 - People
 - Views
 - Macros

< Add new macro

Macro name*

Description

Available for

Actions
Add actions to add a comment to the ticket or update the ticket's field values.



Update Tickets Efficiently with Macros

Add internal notes

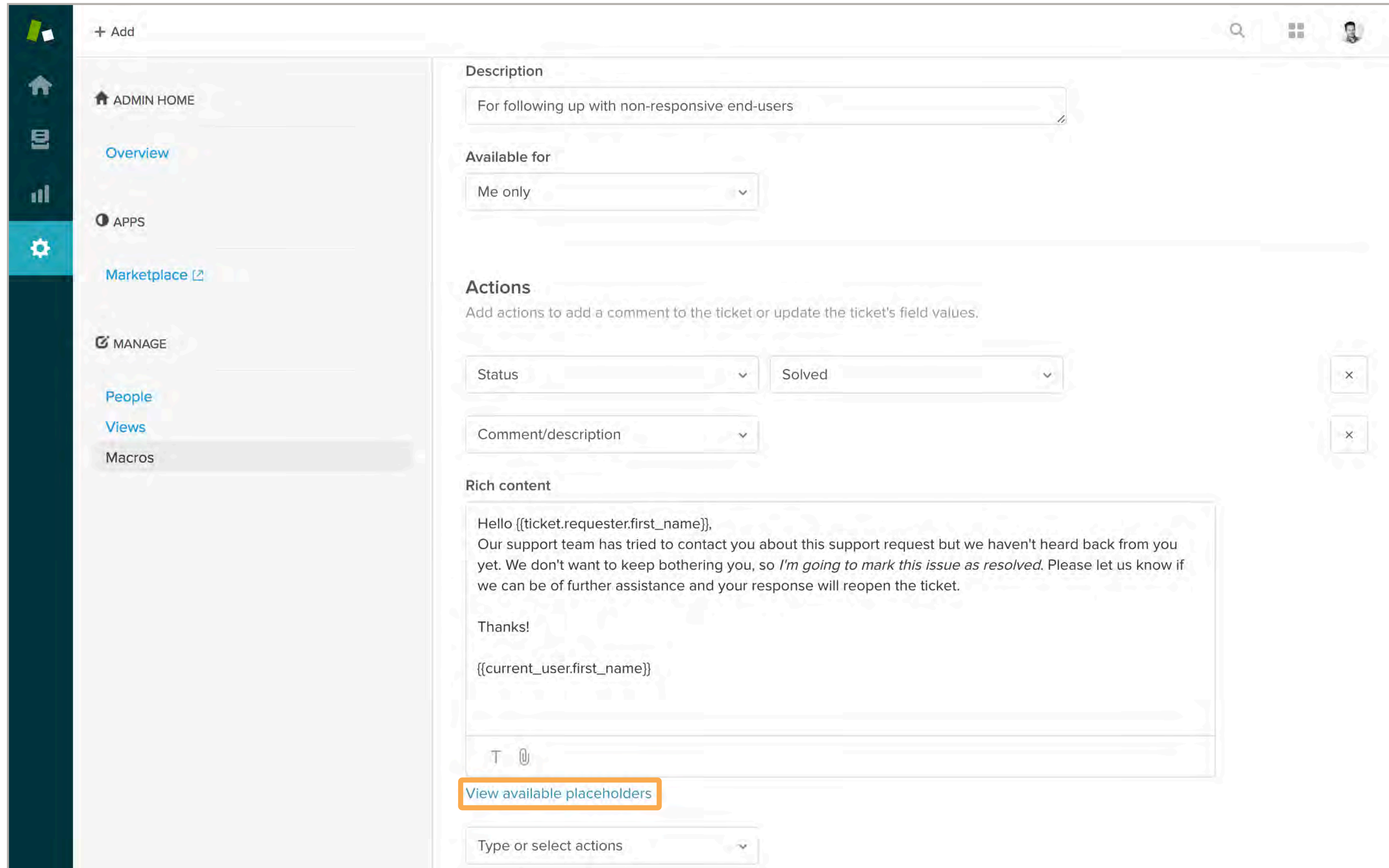
The screenshot displays the configuration interface for a macro named "Escalate to Finance". The left sidebar contains navigation options: ADMIN HOME, Overview, APPS, Marketplace, MANAGE, People, Views, and Macros. The main content area includes the following fields:

- Macro name***: Escalate to Finance
- Description**: Enter an optional description
- Available for**: Me only
- Actions**: Add actions to add a comment to the ticket or update the ticket's field values.
 - Group: Finance
 - Comment mode**: Private (highlighted with an orange box)
 - Comment/description
- Rich content**: Order number: Requested action:



Update Tickets Efficiently with Macros

Incorporate placeholders into macros



The screenshot displays a web interface for configuring a macro. On the left is a dark sidebar with navigation icons and a menu. The main content area is divided into sections for configuration. The 'Description' field contains the text 'For following up with non-responsive end-users'. The 'Available for' dropdown is set to 'Me only'. The 'Actions' section includes two dropdowns: 'Status' set to 'Solved' and 'Comment/description'. The 'Rich content' area contains a text block with placeholders: 'Hello {{ticket.requester.first_name}}, Our support team has tried to contact you about this support request but we haven't heard back from you yet. We don't want to keep bothering you, so I'm going to mark this issue as resolved. Please let us know if we can be of further assistance and your response will reopen the ticket. Thanks! {{current_user.first_name}}'. A blue link 'View available placeholders' is highlighted with an orange box. At the bottom, there is a search field labeled 'Type or select actions'.

+ Add

ADMIN HOME

Overview

APPS

Marketplace

MANAGE

People

Views

Macros

Description

For following up with non-responsive end-users

Available for

Me only

Actions

Add actions to add a comment to the ticket or update the ticket's field values.

Status Solved

Comment/description

Rich content

Hello {{ticket.requester.first_name}},
Our support team has tried to contact you about this support request but we haven't heard back from you yet. We don't want to keep bothering you, so I'm going to mark this issue as resolved. Please let us know if we can be of further assistance and your response will reopen the ticket.

Thanks!

{{current_user.first_name}}

[View available placeholders](#)

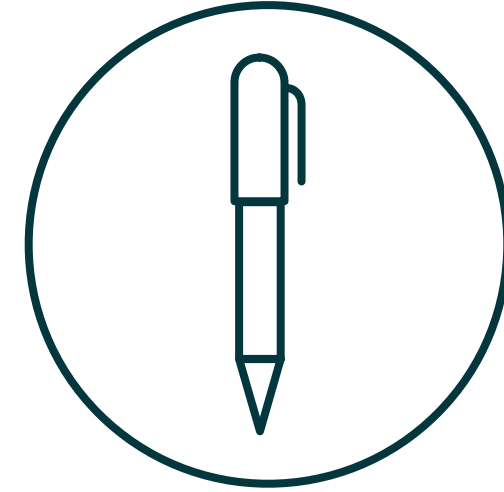
Type or select actions



Demo

Create a Macro

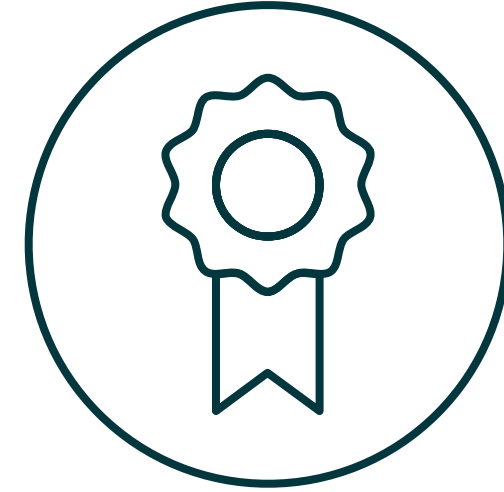
Update Tickets Efficiently with Macros



Create a personal macro

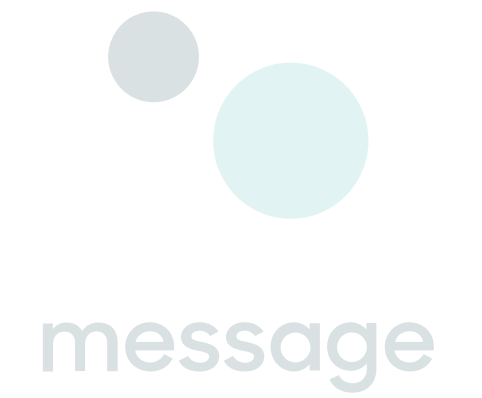
1. Within a ticket, click the downward arrow in the upper right and select ‘Create as Macro.’
2. Add a placeholder to your macro comment.
3. Delete any ticket actions you don’t need.
4. Give the Macro a title, set to “Available to Me Only” and save.
5. Apply this macro to a ticket, then submit the ticket to save the changes.

Update Tickets Efficiently with Macros



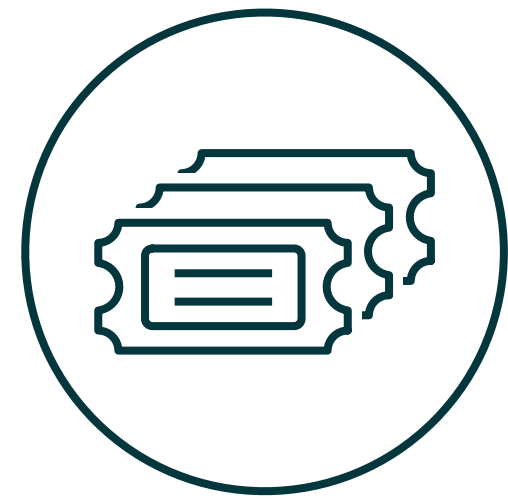
Create macros with a small number of actions and apply multiple macros if necessary.

Manage Ticket Queues



Manage Ticket Queues

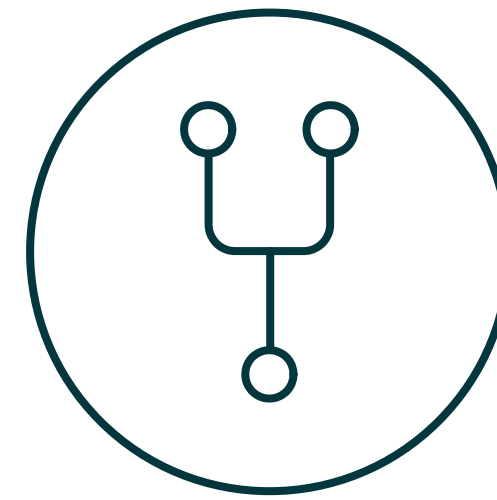
Tools for queue management



Bulk Edit



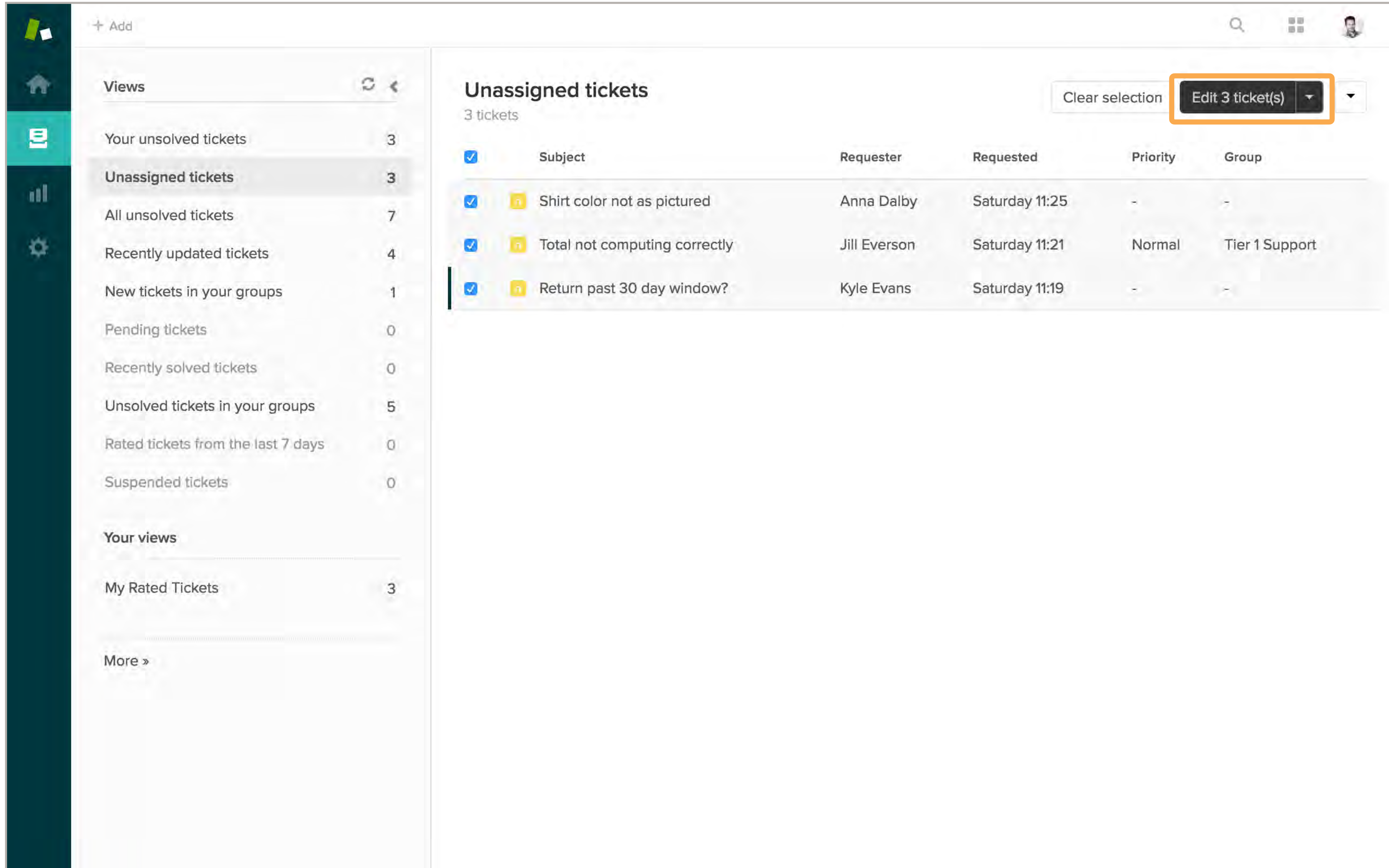
Delete



Merge

Manage Ticket Queues

Bulk edit tickets



The screenshot displays a ticket management interface. On the left is a sidebar with navigation icons and a 'Views' list. The main area shows a table of 'Unassigned tickets' with 3 tickets selected. A bulk edit button is highlighted with an orange box.

Views

- Your unsolved tickets 3
- Unassigned tickets 3**
- All unsolved tickets 7
- Recently updated tickets 4
- New tickets in your groups 1
- Pending tickets 0
- Recently solved tickets 0
- Unsolved tickets in your groups 5
- Rated tickets from the last 7 days 0
- Suspended tickets 0

Your views

- My Rated Tickets 3
- More »

Unassigned tickets
3 tickets

Clear selection **Edit 3 ticket(s)**

	Subject	Requester	Requested	Priority	Group
<input checked="" type="checkbox"/>	Shirt color not as pictured	Anna Dalby	Saturday 11:25	-	-
<input checked="" type="checkbox"/>	Total not computing correctly	Jill Everson	Saturday 11:21	Normal	Tier 1 Support
<input checked="" type="checkbox"/>	Return past 30 day window?	Kyle Evans	Saturday 11:19	-	-



Manage Ticket Queues

Bulk edit tickets

The screenshot shows a web interface for managing tickets. A modal window titled "Update 3 ticket(s)" is open, allowing for bulk editing. The modal is divided into two main sections: "Assignee*" and "Subject".

Assignee* Section:

- Assignee*: - No Change - (with a "take it" link)
- Type: - No Change -
- Priority: - No Change -
- Add Tags: [Text input field]
- Remove Tags: [Text input field]
- Order Number: - No Change -
- Return Code: - No Change -

Subject Section:

- Subject: - No Change -
- Public reply / Internal note: A text area containing "Hi {{ticket." followed by a dropdown menu.

Dropdown Menu Options:

- [[ticket.status]]
Ticket's status
- [[ticket.requester.first_name]]
Requester's first name
- [[ticket.requester.email]]
Requester's email
- [[ticket.organization.name]]
Requester's organization
- [[ticket.assignee.name]]
Assignee's full name
- [[ticket.assignee.first_name]]

Bottom Section:

- Apply macro: [Dropdown menu]
- Submit: [Button]



Manage Ticket Queues

Delete junk tickets

The screenshot displays a ticket management interface. On the left is a dark sidebar with navigation icons. The main area shows a ticket titled "Lkaskljsdfjkfds #629" with a "new" badge. The ticket details include fields for Assignee, CCs, Tags, Type, Priority, Order Number, and Return Code. The ticket content shows a "Public reply" from "Alkdsd" 8 minutes ago. A context menu is open over the ticket, listing options: "Create as macro", "Merge into another ticket", "Delete" (highlighted with an orange border), and "Print ticket". At the bottom, there is a "Conversations" section with "All 1" selected, and a "Submit as New" button.

Interface elements include:

- Tab: Lkaskljsdfjkfds #629
- Organization: No organization
- Assignee: -
- CCs: search name or contact info
- Tags: -
- Type: -
- Priority: -
- Order Number: -
- Return Code: -
- Sender: Alkdsd <alkdsd@sakldffjfds.com> (change)
- Message: lkadskjdjklkjsadlkdsds.
- Actions: Apply macro, Close tab, Submit as New



Manage Ticket Queues

Deleted tickets view

The screenshot shows a web application interface for managing tickets. On the left is a dark sidebar with navigation icons and a list of views. The main content area is split into two sections: a 'Views' sidebar and a 'Deleted tickets' table.

Views Sidebar:

- + Add
- Views (refresh icon)
- Your unsolved tickets: 3
- Unassigned tickets: 3
- All unsolved tickets: 7
- Recently updated tickets: 5
- New tickets in your groups: 1
- Pending tickets: 0
- Recently solved tickets: 0
- Unsolved tickets in your groups: 5
- Rated tickets from the last 7 days: 0
- Suspended tickets: 0
- Deleted tickets: 3**
- Your views
- My Rated Tickets: 3
- More »

Deleted tickets Table:

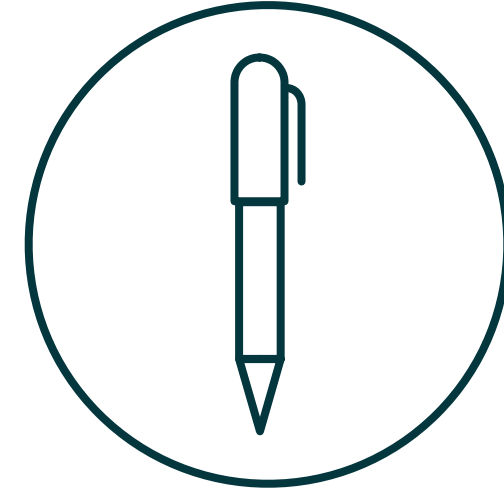
3 tickets

<input type="checkbox"/>	ID	Subject	Deleted	Deleted by
<input type="checkbox"/>	#620	Leather discoloring on sandals	Today 13:21	Kate Hoffman
<input type="checkbox"/>	#625	Problem returning order	Saturday 11:41	Kate Hoffman
<input type="checkbox"/>	#629	lkaskljsdfjkfds	less than a minute ago	Jackson Davis



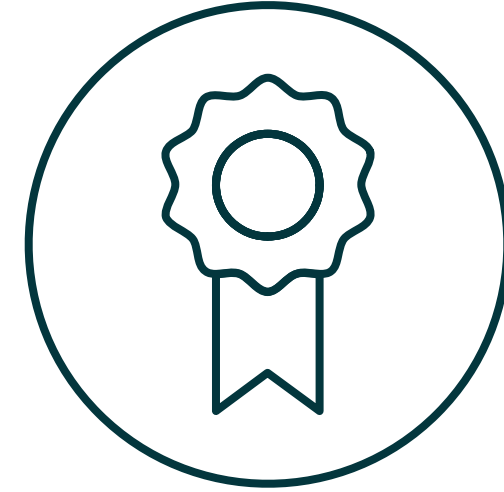
Demo

Merge tickets together



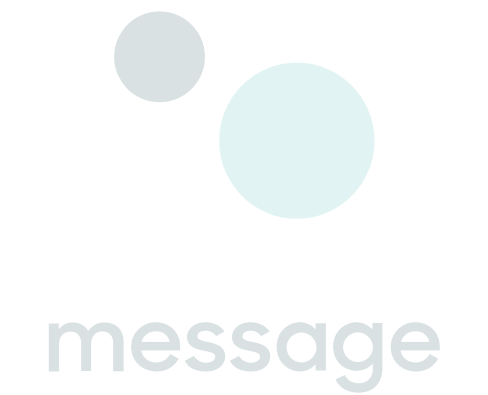
Merge ticket together

1. Create two new tickets.
2. Merge these two tickets together. Before merging, review merge comments and decide whether to make them public or internal.
3. Review tickets for merge results. If you merged tickets with different requesters, verify that the closed ticket's requester (if different) was added as a CC to the ticket that remained unsolved.
4. (optional) Delete the remaining ticket.



Check the merged ticket to ensure it has the **correct status**; you may need to change it Open.

Work with Suspended Tickets

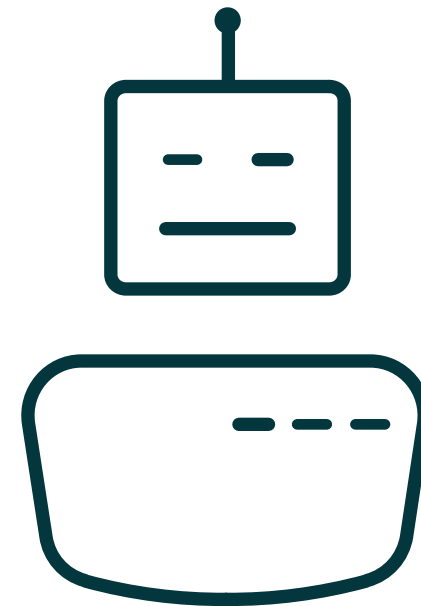


Suspended tickets are communications from end-users that have been put aside for **further review**.

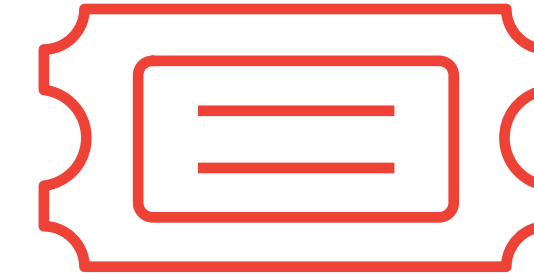
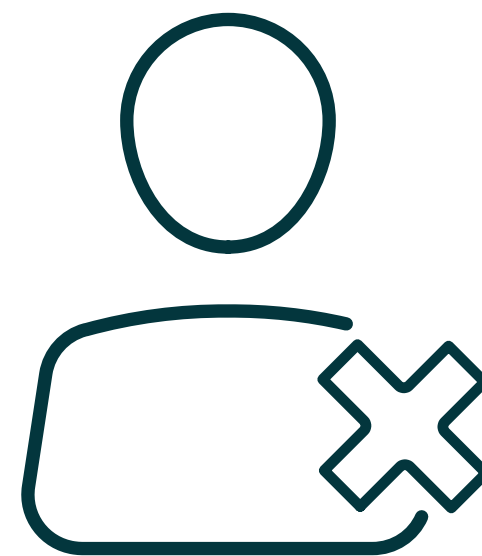
Work with Suspended Tickets

Reasons for suspension

Sender is not a person



Sender is not allowed to create or update a ticket



Work with Suspended Tickets

Suspended tickets view

The screenshot displays a ticket management interface. On the left is a dark sidebar with navigation icons: a home icon, a list icon (highlighted in teal), a bar chart icon, and a gear icon. The main content area is divided into two sections. The left section, titled 'Views', contains a list of filter options with their respective counts: 'Your unsolved tickets' (3), 'Unassigned tickets' (3), 'All unsolved tickets' (7), 'Recently updated tickets' (4), 'New tickets in your groups' (1), 'Pending tickets' (0), 'Recently solved tickets' (0), 'Unsolved tickets in your groups' (5), 'Rated tickets from the last 7 days' (0), and 'Suspended tickets' (1, highlighted in red). Below this is a section for 'Your views' with 'My Rated Tickets' (3) and a 'More >' link. The right section, titled 'Suspended tickets', shows '1 ticket' and a table with the following data:

<input type="checkbox"/>	Received	Subject	Sender	Cause of suspension
<input type="checkbox"/>	Wednesday 13:...	Undelivered Mail Returned to Sender	mailer-daemon@deferred2.pod6.iad1.zdsys.com	Automated respons



Work with Suspended Tickets

Recover or delete a suspended ticket

The screenshot shows a ticket management interface with a sidebar on the left and a main content area. The sidebar lists various views of tickets, including 'Suspended tickets' which has a count of 1. The main content area displays a table of suspended tickets. A modal window is open over the table, showing details for a specific suspended ticket.

Suspended Ticket #1617482707

From: Mail Delivery System (mailer-daemon@deferred2.pod6.iad1.zdsys.com)

To:

Subject: Undelivered Mail Returned to Sender

Received: Wednesday 13:00

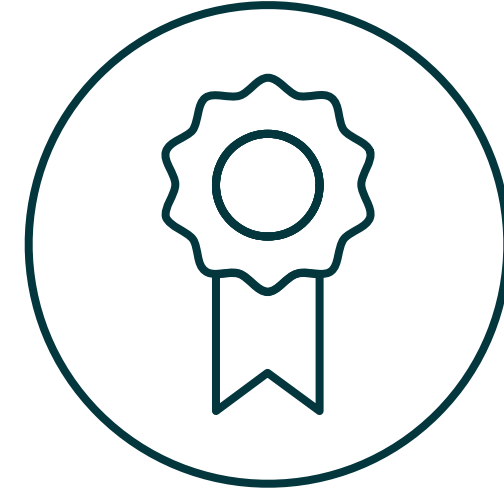
Cause: Automated response email, delivery failed ([What is this?](#))

E-mail ID: <20161012180036.D33BC209033C@deferred2.pod6.iad1.zdsys.com>

Attachments: [unnamed_attachment_1](#)
[unnamed_attachment_2.eml](#)

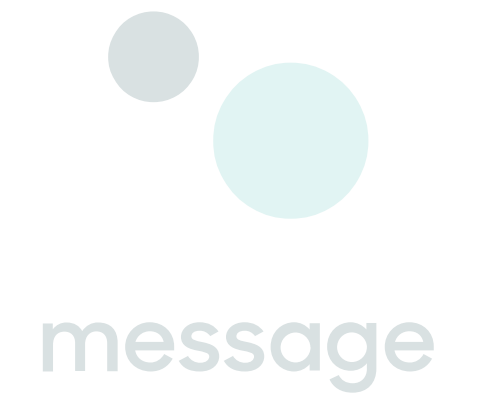
This is the mail system at host deferred2.pod6.iad1.zdsys.com. I'm sorry to have to inform you that your message could not be delivered to one or more recipients. It's attached below. For further assistance, please send mail to postmaster. If you do so, please include this problem report. You can delete your own text from the attached returned message. The mail system unable to look up host Name or service not known





Sort the list by Cause of Suspension to easily bulk update or delete similar suspended tickets.

Utilize Apps and Shortcuts



Apps **add functionality** and integrate other systems into Zendesk.

Utilize Apps and Shortcuts

User Data app

The screenshot displays a Zendesk ticket interface for 'Issues Returning Order #626'. The interface is divided into three main sections: a left sidebar for metadata, a central conversation area, and a right sidebar for user data.

Left Sidebar (Metadata):

- Assignee*: -
- CCs: search name or contact info
- Tags: [Empty field]
- Type: -
- Priority: -
- Order Number: 4839566

Central Conversation Area:

- Issues returning order** (37 minutes ago) by Anna Dalby <anna.dalby1@gmail.com> (change)
- Buttons: Public reply, Internal note, your comment is sent to the ticket re...
- Text input field for a reply.
- Attach file link.
- Conversations: All 1
- Message from Anna Dalby (37 minutes ago): "I'm having trouble returning my order. Can you help?"

Right Sidebar (User Data - vip_user app):

- Profile: Anna Dalby, anna.dalby1@gmail.com
- Activity: 2 notifications, 1 open, 12 items.
- Tags: vip_user
- User's language: English
- VIP User: true
- Rate: [5-star rating]

Bottom Bar:

- Apply macro
- Close tab
- Submit as New



Utilize Apps and Shortcuts

Answer Suggestion app

The screenshot displays a customer support ticket interface. At the top, the ticket title is "Issues Returning Order #626". The interface is divided into three main sections:

- Left Panel (Metadata):** Contains fields for Assignee (empty), CCs (search name or contact info), Tags (empty), Type (empty), Priority (empty), and Order Number (4839566).
- Center Panel (Ticket Details):** Shows the ticket title "Issues returning order" with a timestamp of "41 minutes ago" and the sender "Anna Dalby <anna.dalby1@gmail.com>". Below this is a "Public reply" section with a text input field and an "Attach file" link. A "Conversations" section shows a message from "Anna Dalby" stating "I'm having trouble returning my order. Can you help?".
- Right Panel (Answer Suggestion App):** Titled "Answer Suggestion", it features a search bar with "English" selected, a "Search" button, and a list of suggested answers: "When Returns Should be Refused", "Returns without Receipt/Order Hist...", "Return Policy", and "How to Initiate a Return". Below the suggestions is a "Rate" section with five stars.

At the bottom of the interface, there is a "Apply macro" dropdown menu, a "Close tab" button, and a "Submit as New" button.



Utilize Apps and Shortcuts

Pathfinder app

The screenshot displays a Zendesk ticket interface for a ticket titled "Issues Returning Order #626". The interface is divided into three main sections: a left sidebar for ticket details, a central main content area, and a right sidebar for the Pathfinder app.

Left Sidebar (Ticket Details):

- Assignee*: -
- CCs: search name or contact info
- Tags: -
- Type: -
- Priority: -
- Order Number: 4839566

Main Content Area:

- Header: Issues returning order (4 minutes ago) by Anna Dalby <anna.dalby1@gmail.com> (change)
- Reply options: Public reply (selected), Internal note. Note: your comment is sent to the ticket re...
- Text input field for the reply.
- Attach file button.
- Conversations: All 1
- Message from Anna Dalby (4 minutes ago): I'm having trouble returning my order. Can you help?

Right Sidebar (Pathfinder App):

- 11:38 AM: Knowledge base [Return Policy](#)
- 11:38 AM: Search [lost return slip](#)
- 11:41 AM: Knowledge base [How to Initiate a Return](#)
- 11:41 AM: Search [lost packing slip](#)
- 11:42 AM: Ticket submitted
- Rate: ★★★★★

Bottom Bar:

- Close tab
- Submit as New



Demo

Use shortcuts while ticketing



Where are places you can find tickets in Support?

Leverage Agent Tools

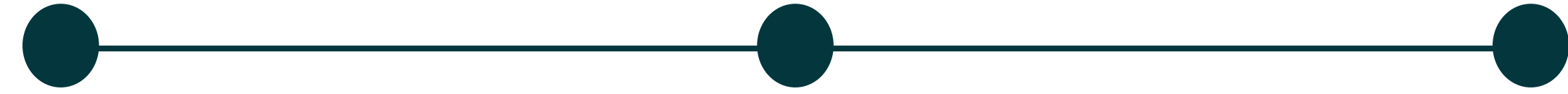
Organize Tickets Using Views

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Work with Suspended Tickets

Utilize Apps and Shortcuts



Describe
Zendesk
Support

Work Through
the Ticket
Lifecycle

Leverage
Agent Tools