

# Messages

The screenshot displays a support ticket interface with the following sections:

- Solution:** A text box at the top containing the text: "Customer was trying to login with the incorrect username. A reset password link was provided and the user was able to reset their password. The customer was able to login after resetting their password and using the correct username." A green circle with the number 1 points to the solution text.
- Email Thread:** A series of email messages. The first message is from "kwaltinhoops@gmail.com to Me" dated "May 01, 2019 3:04 PM" with the subject "Greetings, I am trying to login to my account and am receiving a message saying my username...". A green circle with the number 2 points to a small circle containing the number 1, which is used to expand the thread. The second message is from "kwaltinhoops@gmail.com to Me" dated "May 01, 2019 3:22 PM" with the subject "Thank you for your timely response! I was able to reset my password and was able to login in the provided username. Many thanks for the help!". A green circle with the number 3 points to an ellipsis menu icon. A green circle with the number 4 points to a reply button. A green circle with the number 5 points to a forward button.
- Comments:** A section at the bottom with a green background. It contains a comment from "AMPED DEMO Admin" posted on "May 01, 2019 3:24 PM" with the text: "Sent reset password link and correct username to the customer. Unsure which is incorrect when being answered. Will investigate further if the user is still unable to login." A green circle with the number 6 points to the comment text. A "Comment" button is located at the bottom right of this section.

1. The solution field displays at the top of your ticket so users can easily find how the problem was resolved. The solution field can be in-line edited or modified in the edit mode of the ticket.
2. Below the solution is communication between the end user and the support representative. Email conversations display the most recent message at the bottom of the thread with the previous messages collapsed. To expand previous messages, click the circle with the number of messages to expand all message then, click which message you want to view.
3. The ellipses button at the bottom of the email thread can be clicked to display any quoted text.
4. Reply to the end user. There is a reply button found on each email that is received in the ticket thread. To reply to the most recent email, go to the bottom of the email thread.
5. Forward to another record. Each email is able to be forwarded to another delyte user, contact or account in delyte. Users cannot forward to an email that is not associated to a user, contact or account.
6. Support Representatives may want to leave an internal comment on a ticket. Comments are not sent out to the end user and can only be seen in delyte. Comments are hard-stamped with the time they were created and cannot be edited. There is no limit to the number of comments a user can leave on a ticket.