

Messages

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

- Header:** Includes tabs for MESSAGE, RELATED INFO, and FAQ, along with navigation links for PREVIOUS and NEXT.
- Solution Field (1):** A text box at the top containing the resolution: "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."
- Message Thread:**
 - Message 1 (2):** From k Waltonhoops@gmail.com to Me, dated May 01, 2019 3:04 PM. Subject: "Greetings, I am trying to login to my account and am receiving a message saying my username...". A circle with the number 1 indicates it can be expanded.
 - Message 2:** From k Waltonhoops@gmail.com to Me, dated May 01, 2019 3:22 PM. Content: "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!".
 - Message 3 (3):** From AMPED DEMO Admin to k Waltonhoops@gmail.com, dated May 01, 2019 3:18 PM. Content: "Best, Karl". A menu icon (three dots) is shown next to the message.
 - Reply (4):** A button labeled "Me to Customer" with the text "Reply to Customer".
 - Forward (5):** A button labeled "Forward" with a right-pointing arrow.
- Comments (6):** A section at the bottom titled "Comments" with a green background. It shows a comment from AMPED DEMO Admin posted on May 01, 2019 3:24 PM: "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 "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.