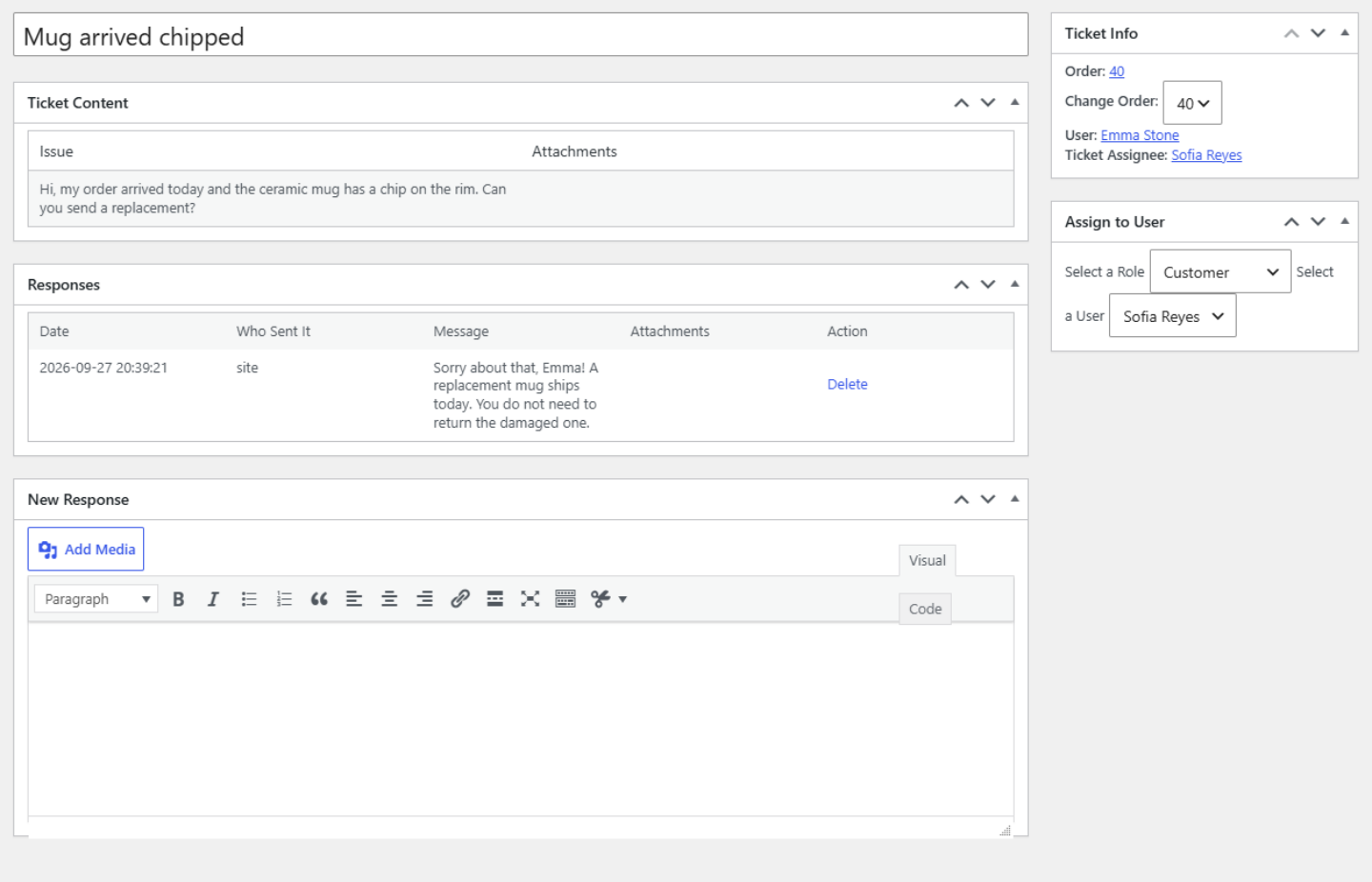
How to Reply to and Manage WooCommerce Support Tickets

How to · https://wpfactory.com/docs/helpdesk-reply-manage-support-tickets/

To reply to a WooCommerce support ticket, go to **WPFactory > Support Tickets** (also under **Support Tickets** in the admin menu), open the **Tickets** tab and click the ticket title. Helpdesk Support Ticketing System for WooCommerce lets you reply, add private notes, change the status and reassign the ticket from that screen.



Before you start

- You need an Administrator account, or a role set in **Default User Role for Ticket Assignment** that can also edit pages (tickets use the same permissions as WordPress pages).
- To email the customer when you reply, tick **Notify Customer by Email** on the Notifications settings tab.

Find the right ticket

The **Tickets** tab lists every ticket with these columns: Title, Subject, Priority (shown in the priority color), Status, User, Order, Assignee, Last Response and Date. Use the dropdowns above the list to filter by status, priority or subject, then click **Filter**. The **Dashboard** tab counters (ALL, OPEN, IN PROGRESS) are shortcuts to the same list.

How to reply to a ticket

1. Go to **WPFactory > Support Tickets** and click the **Tickets** tab.
2. Click the ticket title to open it.
3. Read the customer's message and files in the **Ticket Content** box, and earlier messages in the **Responses** box.
4. Type your answer in the **New Response** box.
5. Optionally, in the **Status** box on the right, tick **In Progress** or **Closed** and untick the previous status.
6. Click **Update**. The reply is saved to the Responses list, the customer sees it in My Account, and the assignee and customer emails are sent if they are enabled.

What each box on the ticket screen does

Box	What it is for
Ticket Content	The customer's original message (Issue) and any attached files.
Responses	All public replies with the date, who sent them (customer, admin or site) and attachments. Each row has a **Delete** link.

Box	What it is for
New Response	Write a public reply. The customer can read it.
Private Notes	Internal notes with the date and author. Customers never see them.
New Private Note	Write an internal note for your team. No email is sent for notes.
Ticket Info	The linked order (with a link to it), a **Change Order** or **Select an Order** dropdown, the customer and the current assignee.
Assign to User	Pick a role in **Select a Role**, then a person in **Select a User**, to reassign the ticket.
Status, Priority, Subject	Standard WordPress term boxes to change the ticket's status, priority and subject.

Ticket statuses

Helpdesk creates three statuses on first run:

- **Open:** set automatically on every new ticket.
- **In Progress:** set it yourself while you work on a ticket. It has its own counter on the Dashboard.
- **Closed:** set it yourself, or the customer sets it by ticking **Close Ticket** when replying. Customers cannot reply to closed tickets, and you can hide closed tickets from the front end with **Show only Open in Frontend**.

Link or change the order on a ticket

Tickets opened from the Get Help button or an order page are linked to that order automatically. To link a ticket to a different order, choose it in the **Change Order** dropdown (or **Select an Order** if none is linked) in the Ticket Info box and click **Update**.

Delete a ticket

Move the ticket to the Trash from the Tickets list. When a ticket is permanently deleted, Helpdesk also deletes its public responses and the files attached to it from the Media Library.

FAQ

Can I attach a file to my reply?

No. The New Response box in wp-admin is a text editor without a file upload field. Customers can attach files to their tickets and replies when attachments are enabled.

Does the customer get an email when I add a private note?

No. Private notes are stored separately from responses, are not shown in My Account and do not trigger any email.

Can I reply to tickets from the front end?

Administrators see all tickets in the front-end ticket area, and other staff see the tickets assigned to them. Users who can manage WooCommerce can post a reply there too, but the wp-admin ticket screen gives you private notes, status changes and reassignment.

Which emails are sent when I reply from wp-admin?

If enabled, the assignee (**Notify Assignee by Email**) and the customer (**Notify Customer by Email**) are emailed. The admin address is not emailed for your own replies. See ticket email notifications.



HELPDESK SUPPORT TICKETING SYSTEM FOR WOOCOMMERCE

Ticket management is part of Helpdesk Support Ticketing System for WooCommerce Pro. To route tickets to the right person automatically, see how to assign support tickets to agents.

View plugin →

Need a hand? Our team answers every ticket on the Helpdesk support forum.

Related articles

- How to Allow File Attachments on WooCommerce Support Tickets
- How to Set Up Support Ticket Subjects and Priorities
- How to Assign WooCommerce Support Tickets to Agents Automatically
- How to Let WooCommerce Customers Open Support Tickets
- How to Set Up a WooCommerce Support Ticket System