



Freshdesk raccourcis clavier

Navigation

G puis D	Go to Dashboard tab
G puis T	Go to Tickets tab
G puis E	Go to Social tab
G puis S	Go to Solutions tab
G puis F	Go to Forums tab
G puis C	Go to Customers tab
G puis R	Go to Reports tab
G puis A	Go to Admin tab
G puis N	Open New ticket form
G puis M	Open Outbound email
/	Place the cursor in the Search box
?	View the list of keyboard shortcuts available

Tickets tab

Alt + Flèche droite	Go to the next page
Alt + Flèche gauche	Go to the previous page
Flèche vers le haut	Move cursor to the previous ticket
Flèche vers le bas	Move cursor to the next ticket
X	Select the ticket
V	Jump to views
S	Execute a scenario

Ticket Details page

Espace	Scroll down the ticket
Entrée	Open the ticket
@	Assign the ticket to yourself
#	Delete a ticket
~	Close a ticket
Alt + ~	Close ticket without sending email notification
!	Mark the ticket as spam

Ticket view

After you open a ticket, you can use these shortcuts to perform actions.

J	Go to the next ticket
K	Go to the previous ticket
R	Reply to a ticket
F	Forward a ticket
N	Add note to a ticket
Ctrl + Entrée	Send the content in the text editor
Alt + Ctrl + Entrée	Opens the 'Send' dropdown in the text editor for applying a Status change (Example: 'Send and Set as Pending')
W	Add yourself as a watcher to a ticket
M	Add time to a ticket
P	Priority
@	Assign the ticket to yourself
#	Delete a ticket
~	Close a ticket
!	Mark a ticket as spam
]	Expand the conversations in a ticket
}	View the activities of the ticket

Source: Freshdesk

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