

# Freshdesk cheat sheet

## Navigation

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

## Tickets tab

Alt + Right arrow	Go to the next page
Alt + Left arrow	Go to the previous page
Up arrow	Move cursor to the previous ticket
Down arrow	Move cursor to the next ticket
X	Select the ticket
V	Jump to views
S	Execute a scenario

## Ticket Details page

Space	Scroll down the ticket
Enter	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
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K	Go to the previous ticket
R	Reply to a ticket
F	Forward a ticket
N	Add note to a ticket
Ctrl + Enter	Send the content in the text editor
Alt + Ctrl + Enter	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

Last modification: 11/11/2019 8:10:32 PM

More information: [defkey.com/freshworks-freshdesk-shortcuts](https://defkey.com/freshworks-freshdesk-shortcuts)

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