

# Zendesk Support cheat sheet

## Navigation

Ctrl + Alt + H	Home
Ctrl + Alt + V	Views
Ctrl + Alt + T	Current ticket
Ctrl + Alt + R	Current requester
Ctrl + Alt + F	Search
Ctrl + Alt + N	New ticket
Ctrl + Alt + W	Close current tab

## Tickets

Ctrl + Alt + C	Set comment as public reply
Ctrl + Alt + X	Set comment as internal note
Ctrl + Alt + M	Open macro box
Ctrl + Alt + O	Save / update as open
Ctrl + Alt + P	Save / update as pending
Ctrl + Alt + S	Save / update as solved
Ctrl + Alt + Down arrow	Move to next ticket
Ctrl + Alt + D	Save / update as on-hold

## List navigation

Up arrow	Move up
Down arrow	Move down
Left arrow	Move level - left
Right arrow	Move level - right
Enter	Drill into an item
Space	Select current item
X	Toggle preview

Shortcuts are fast but if you need fastest solution, you can assign these shortcuts on a game mouse buttons. This article shows you how.

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*More information:* [defkey.com/zendesk-support-shortcuts](https://defkey.com/zendesk-support-shortcuts)

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